



WISHA CUSTOMER SATISFACTION SURVEY

Prepared for
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Olympia, WA

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EXECUTIVE SUMMARY

Introduction

This study is the second of two that have been conducted by Gilmore Research Group on behalf of the Washington Industrial Safety and Health Act (WISHA) Services, Department of Labor and Industries. The baseline survey was administered to Washington employers in February 2000. The purpose of that study was to determine employers' level of satisfaction with WISHA's consulting or compliance services provided between the fall of 1998 and the end of 1999. The current survey explores employers' satisfaction with services provided from the fall of 2001 up until the fall of 2002. It provides an important way to measure how well the goals of WISHA consultation and compliance services are being achieved today, in comparison to three years ago.

Background

The overall purpose of the 2000 study was to establish a baseline of satisfaction with WISHA Services. The 2003 study provides a benchmark measure, with the objectives of the current study identical to previous goals:

- Measure satisfaction levels with customer service;
- Identify how services and staff training can be improved;
- Determine how best to provide information that employers want and need.

In addition to these objectives, this year's survey explored employers' awareness and understanding of WISHA core rules and compliance appeals.

Method Overview

A sample of 600 employers who had received WISHA services from October 1, 2001 through September 30, 2002 were interviewed by telephone. Subgroups within this sample included employers who had received consultation visits (n=300) and employers who had compliance visits (n=300).

The interviewing was conducted by experienced telephone interviewers at the Gilmore Research Group telephone center in Bremerton, Washington between May 22, 2003 and June 13, 2003.

Summary of Findings

Key findings are presented in three sections: a summary of the current survey results, a comparison of 2003 results with results obtained in the baseline study, and conclusions.

2003 Results

As might be expected, consultation clients tended to be more satisfied and positive overall with WISHA services than compliance clients. The higher scores given by consultation clients undoubtedly reflect the proactive nature of the consultation process and the more defensive stance that compliance clients may take. Nevertheless, it is notable that the levels of dissatisfaction and negative feelings were relatively low across all areas for both the consultation and the compliance clients.

A summary of positive ratings for both client groups is shown in Table A.

Table A Summary of Positive Ratings -- 2003				
Attribute	CONSULTATION		COMPLIANCE	
	% Most Positive	% Total Positive	% Most Positive	% Total Positive
Overall services	78%	97%	52%	83%
Knowledge of WISHA requirements	85	97	66	91
Knowledge of client's industry / workplace	74	96	52	86
WISHA staff professionalism	93	99	79	93
Effective hazard / violation explanation	83	96	74	90
Ease of obtaining needed information	NA	NA	70	88
Degree of getting questions answered	73	97	NA	NA
Helpfulness of WISHA recommendations	77	97	66	90
Degree of knowing what to do after WISHA visit	78	97	78	96
Bases=300 Consultation, 300 Compliance clients. Ratings based on a four-point list of response options read to respondents.				

Several of the attributes had further probing for reasons why respondents were less than “very” positive:

- Many of the consultation clients who gave an overall satisfaction rating of anything less than “very satisfied” did not have anything they were particularly dissatisfied with, but the most common complaint was perceived to be a lack of expertise or knowledge on the part of the WISHA consultant. The compliance clients tended to have more specific complaints, with the perception of the WISHA inspector having a “negative attitude” being the most frequent.
- Respondents who were not “completely satisfied” with staff’s knowledge of WISHA requirements felt that the consultants / inspectors lacked specific information around their industries or the current laws.
- The compliance clients who said that getting needed information was less than “very easy” said they wanted more individualized information and information directly related to the hazard(s) for which they were cited.

Probing on the helpfulness of WISHA information took two different approaches: consultation clients were asked what type of information they found especially helpful, while less than completely positive compliance clients were asked what was not helpful.

- A large proportion (half), of the consultation clients said they most appreciated help with clarification or interpretation of regulations or standards.
- Compliance clients said that information offered by staff without accompanying recommendations or feedback was of least help to them.

Just over one-fifth of the compliance clients reported using the WISHA appeals process, and more than half of these felt it was conducted fairly. When asked how the appeals process might be improved, many of those who had used it felt it was already good, while a few suggested the process might be shortened or made more open.

About four in ten of all respondents said they had seen WISHA's core rules and few of those had any difficulty understanding the rules.

Consultation clients were more likely than compliance clients to have called an L&I office about safety and health issues during the past year. High proportions (73%-80%) of both groups who had called L&I said they were "very satisfied" with the information they received, and over 90% of both groups said they were "always" treated with courtesy by WISHA staff when they called.

Overall, respondents named regular mail (52%) and e-mail (44%) more often than other methods as the best ways for them to receive information from WISHA.

The WISHA website has been visited for information by 61% of these consultation clients and 44% of these compliance clients. Among those who have visited, a solid majority rated the information as "very useful."

A Comparison of 2003 Results with the 2000 Survey:

Attribute ratings:

- Ratings among consultation clients did not vary from year to year. Levels of positive feeling have been maintained across the two studies, both in terms of highest ratings and total positive ratings.
- Total positive ratings among compliance clients did not vary across the two studies, but there was a significant shift from the highest to the second level of positive ratings on these attributes:
 - overall satisfaction,
 - staff knowledge of WISHA requirements,
 - knowledge of the specific industry or workplace, and
 - professionalism of staff.
- Employers visited for reasons of compliance had fewer complaints this year about getting information specific to their citation hazards, or issues in general problem solving.

There has been a dramatic and significant increase this year in the proportion of respondents who prefer information from WISHA by e-mail. The baseline study reported no respondents who wanted information by e-mail, in contrast to the current 44% preferring that channel.

There has also been a significant increase in the number of respondents who reported having visited WISHA's website. The 2003 survey found levels of the website use have doubled over 2000: 61% of consultation clients this year vs. 31% in 2000; and 44% of compliance clients vs. 20% in 2000.

Conclusions

Employers using consultation services have given WISHA and its representatives consistently high marks over the 2000 and 2003 studies, indicating that WISHA is well regarded in situations when the employer invites the agency to come into the workplace to consult on health and safety issues.

Most of the employers using compliance services also rate their WISHA services very well, but consistently lower than the consultation employers. As noted above, this pattern is understandable when the compliance employers may be a more critical audience, with WISHA coming to them, welcome or not. We have seen a slippage within the highest ratings by compliance employers, particularly in the overall service rating (satisfaction that the inspection was conducted in a fair and equitable manner), staff knowledge/knowledge of my industry and staff professionalism. These are areas that WISHA might wish to target for training and improvement, or at least focus upon to raise the awareness level of attitudes and actions that displease employers.

Still, it is very encouraging that so few compliance respondents are negative toward WISHA—*dissatisfaction* has not increased, even though the highest levels of satisfaction have slipped since 2000. Almost everyone who has called an L&I office with a WISHA were able to get the information they needed and felt they were treated with courtesy, something which L&I can be very proud of.

It is encouraging to see that almost all employers now have internet access and that the WISHA website use has doubled since 2000. The current interest in using the website, as well as email for communications, is bound to continue to grow and be an economical and effective way for WISHA to keep communication open with employers.

METHODOLOGY AND SAMPLE

This study was conducted as a telephone survey among employers who had a visit from a WISHA staff member for consulting or compliance purposes between October 1, 2001 and September 30, 2002. As in 2000, the study was conducted as a telephone survey to assure that the information was obtained from the person most knowledgeable about WISHA activities at their business site.

A total of 3,278 employers were provided by WISHA as the base for drawing samples of equal numbers of consultation and compliance respondents. A total of 600 surveys were completed overall, 300 with consultation respondents and 300 with compliance respondents. The margin of error for the total respondent group is +/- 4.0%, at the 95% confidence level. For each subgroup of 300 respondents, the margin of error is +/- 5.6%.

The 2000 questionnaire (drafted by WISHA Services, then pretested and finalized by Gilmore Research) was used again this year, with minor revisions.¹ The questions covered several areas of performance and included:

- Ratings of the WISHA consultant/inspector on specific attributes;
- Overall evaluation of the consulting or inspection process, and how consultations or inspections could be improved;
- Satisfaction with WISHA telephone service;
- Use and evaluation of the appeals process;
- Awareness of WISHA's core rules and ease of understanding the rules;
- Preferred methods of access to information provided by WISHA; and
- General suggestions for customer service improvements.

¹ Figures, tables and text of the report explain where these revisions occur, and how they affect analysis of results.

If the respondent had more than one visit during the study period, he/she was asked to consider all of the visits and give one overall evaluation. A copy of the questionnaire appears in the appendix.

Data collection was completed between May 22, 2003 and June 13, 2003.

Experienced interviewers, briefed specifically for this project, conducted the interviewing. All calls were made from the Gilmore telephone center in Bremerton under close supervision. Multiple attempts were made to reach the contact name with whom WISHA had worked at the company. Callback appointments were made for the contact's convenience, if the respondent could not take time when first reached. The survey was well received, with an overall cooperation rate of 69%. A total of 17% of all companies reached refused the survey.

Data were cleaned, checked and processed by Gilmore personnel. Computerized printouts of all the verbatim survey responses appear in the appendix of the report.

The report compares results of this study with results obtained in 2000. Independent Z-tests were used to compare the distribution of response proportions between the years. The report notes where the tests indicate a statistically significant difference in the proportion of responses.

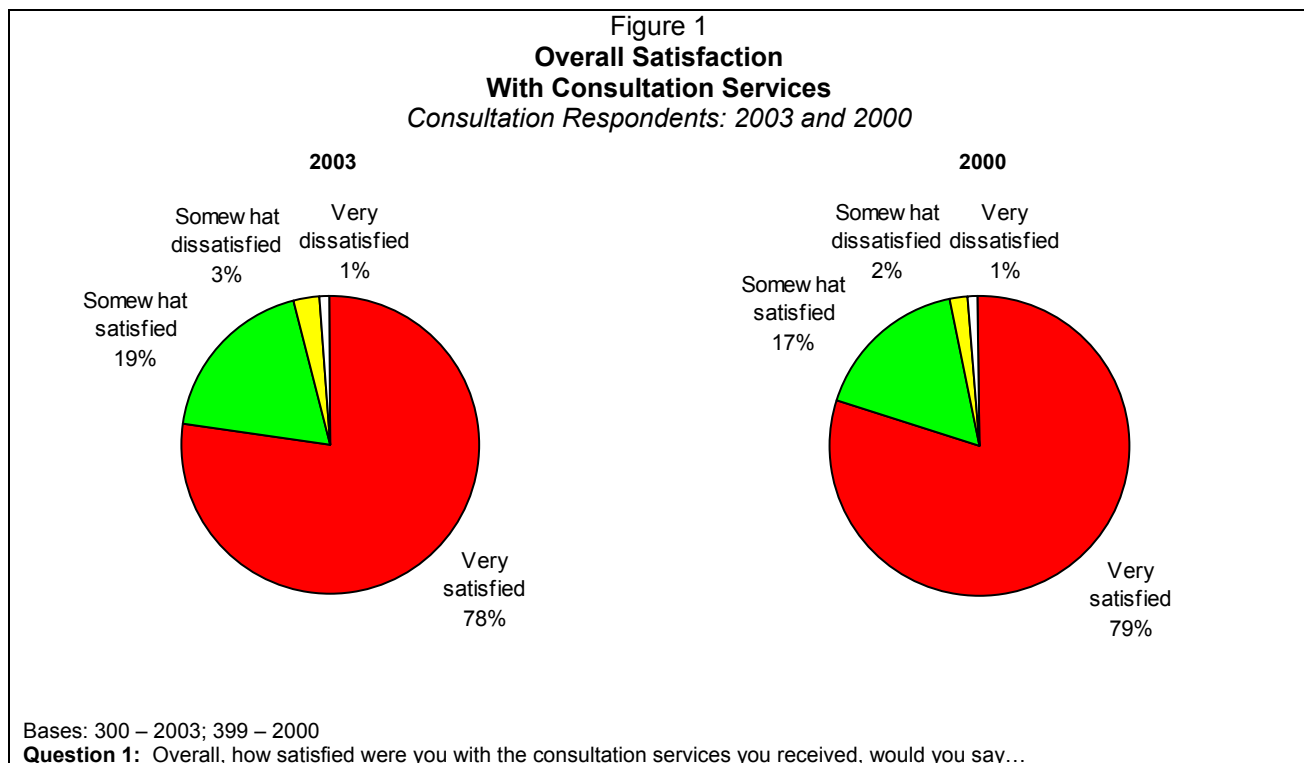
DETAILED FINDINGS

WISHA Program Services

Overall Satisfaction

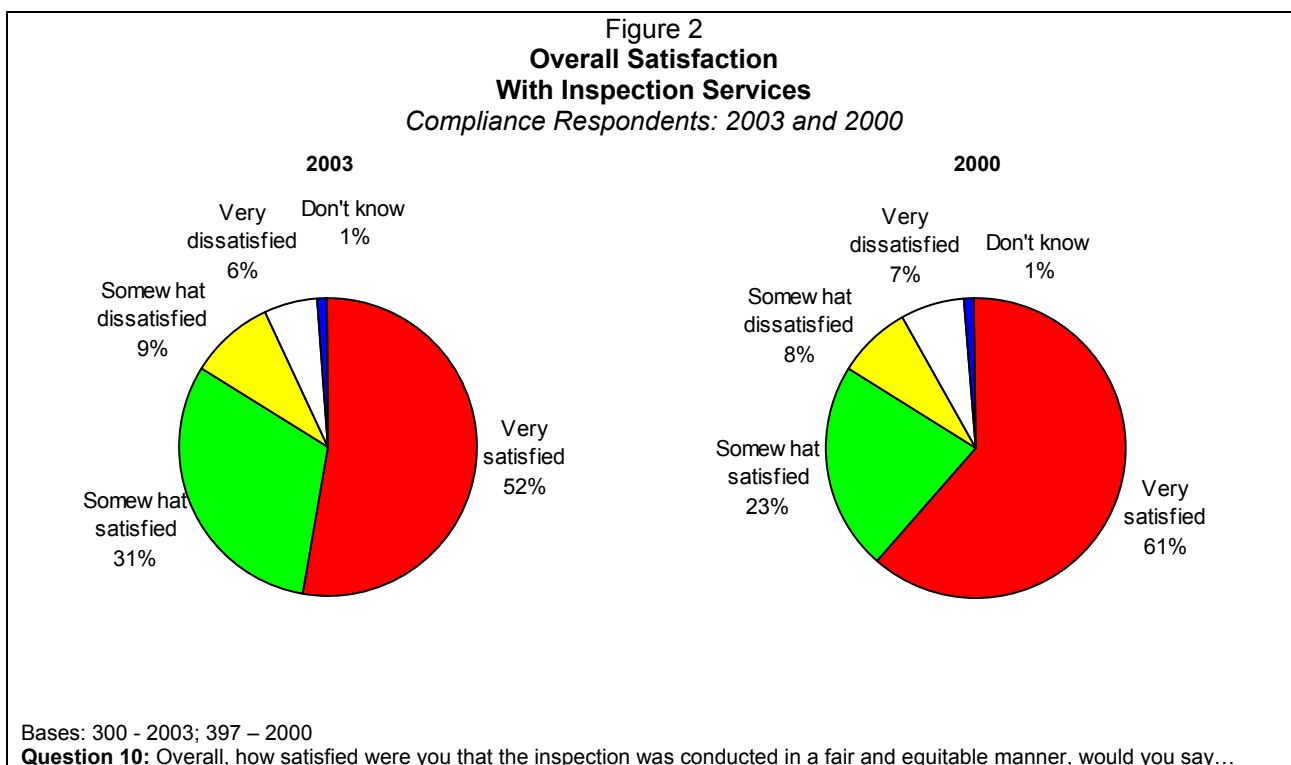
The survey began by asking respondents to rate their degree of overall satisfaction with services since fall of 2001. If they had more than one consultation or compliance inspection in that time, they were asked to provide one overall evaluation.

Consultation recipients were asked to rate the overall services they received (Figure 1), while those who had a compliance inspection were asked to evaluate their degree of overall satisfaction that the inspection was conducted in a fair and equitable manner (Figure 2).



Nearly all of the consultation respondents were satisfied with services received (97%); in fact, over three-quarters (78%) said they were “very satisfied.” These ratings are unchanged since 2000.

Most employers who were visited for inspection services since fall of 2001 were also satisfied with the services received (83%). Over half (52%) said they were “very satisfied,” and nearly one third (31%) said “somewhat satisfied.”



When the ratings given by this year’s compliance clients were compared to the 2000 ratings, there was a significant decrease in the proportion of “very satisfied” ratings (52% said “very satisfied” in 2003, compared to 61% in 2000), and a significant increase in the proportion of those rating themselves “somewhat satisfied” with the overall inspection services (31% in 2003, compared to 23% in 2000). While the overall level of satisfaction is nearly identical in the two years (83% and 84%), the 2003 ratings suggest a slight drop in satisfaction since 2000, among compliance clients.

Employers who gave an overall evaluation of anything less than “very satisfied” were asked what in particular they found unsatisfactory. Table 1 shows the dissatisfaction comments voiced by consultation respondents and Table 2, the problems mentioned by compliance respondents.

Employers who received inspection services not only found more areas of dissatisfaction than those who received consultation services, but they were more focused on specific issues: fewer compliance respondents said “nothing in particular” than consultation respondents (7% compared to 15%), and fewer also said “don’t know” compared to consultation respondents (8% versus 21%).

Similar proportions of the two groups mentioned problems with “scheduling” (9%). About one in ten of each group discussed dissatisfactions related to inspectors’ lack of

knowledge. Nine percent (9%) of these less than very satisfied consultation respondents said “lack of expertise” and 6% said “failure to grasp my important issues.”

Table 1 Unsatisfactory Aspects of the Consultation Services <i>Consultation Respondents: 2003</i>	
	Total (n = 66)
Nothing in particular	15%
Could have been more thorough	12%
Lack of expertise among interviewers	9
Lack of uniformity	3
Scheduling, timeliness	9
Failure to grasp my important issues	6
Unclear guidelines	6
Other	30
Don't know / refused	21
Question 1A: What in particular did you find unsatisfactory? Coded responses gathering 5% or less of total response (or 3 or fewer mentions) are shown along with miscellaneous comments, as “Other” response. Multiple response question; proportions may not sum to 100%.	
Table 2 Unsatisfactory Aspects of Inspection Services <i>Compliance Respondents: 2003</i>	
	Total (n = 139)
Negative attitude/intimidating	19%
Inspectors lack specific knowledge of my industry	11%
Scheduling / timeliness / length of inspection	9
Unfair inspectors	8
Lack of uniformity	8
Stress involved	7
Too picky	7
Nothing in particular	7
Inspectors want to level fines and write tickets	6
Fines given too quickly after citation without time to correct	6
Lack of common sense	4
Other	28
Don't know / refused	8
Question 10A: What in particular did you find unsatisfactory? Coded responses gathering 2% or less of total response (or 3 or fewer mentions) are shown along with miscellaneous comments as “Other” response. Multiple response question; proportions may sum to more than 100%.	

Eleven percent (11%) of these less than very satisfied compliance respondents said “inspectors lack specific knowledge of my industry” and 4% said inspectors “lack common sense.”

While some of the problems named by each subgroup of respondents are common to both groups, others stand out. The most important of these is specific to the less than very satisfied respondents who received inspection services, 19% of whom perceived inspectors as having negative, or intimidating attitudes.

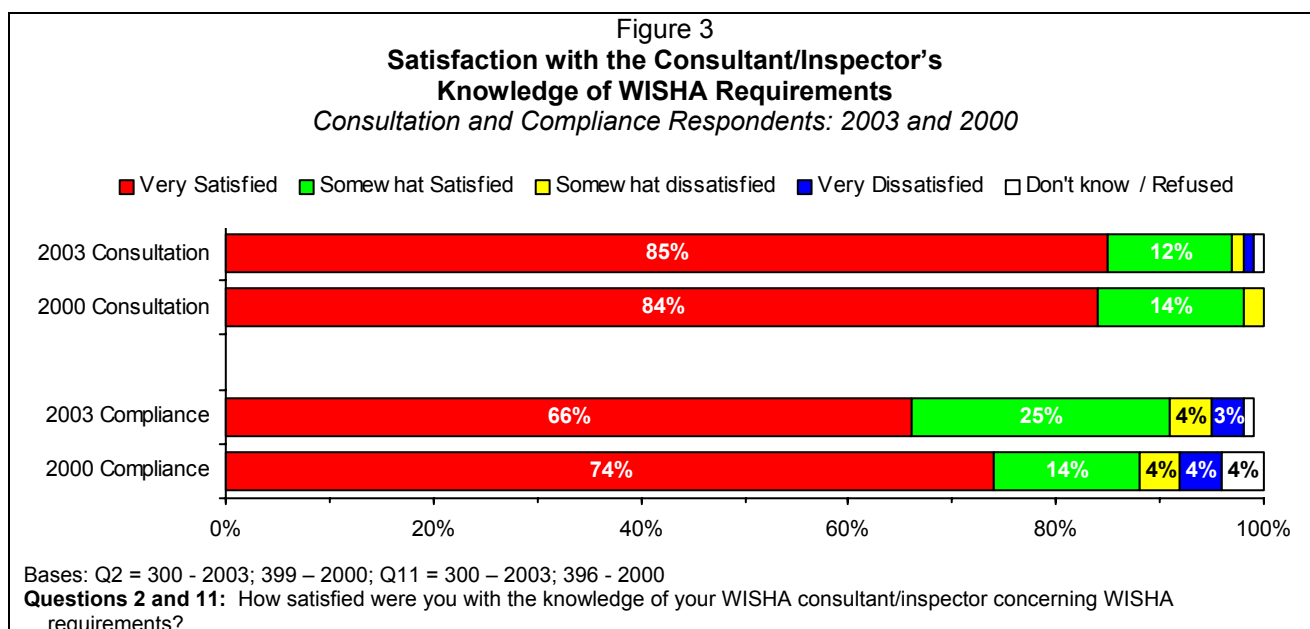
Comparison of 2003 results with 2000 findings: Response proportions were approximately the same this year as in 2000 for the dissatisfactions shown in Tables 1 and 2. Notable differences include an increase in the proportion of consultation respondents who said “nothing in particular” this year over 2000 (15% versus 8%) and fewer compliance respondents who mentioned “unfair inspectors” (8% versus 14%) or “too picky” inspectors (7% compared to 13%).

Satisfaction with Specific Elements of WISHA Visits

Figures 3 through 5 show the responses given by employers who received either consultation or compliance services. Consultation clients were asked to rate their *consultant*, while the compliance clients rated their *inspector*.

Knowledge of WISHA Requirements

Figure 3 shows that while both types of employers were most likely to be “very satisfied” with the consultant/inspector’s knowledge of WISHA requirements, a higher proportion of consultation respondents gave the highest rating than did the compliance respondents (85% vs. 66%)



Comparison of 2003 results with 2000 findings: While the ratings given by consultant respondents this year were unchanged from the previous survey, the ratings given by compliance respondents were significantly different. Sixty-six percent (66%) of compliance respondents said they were “very satisfied” with inspectors’ knowledge this year as compared to the year 2000 when 74% said “very satisfied.” This decrease in ratings occurred in conjunction with a significant increase in the number of “somewhat satisfied” ratings given by compliance respondents (25% this year, up from 14% in 2000), which is consistent with the findings in the overall satisfaction ratings.

Respondents who were not “completely satisfied” were asked why they felt that way. (Tables 3 and 4)

Table 3 Reasons for Less than High Satisfaction with Consultant’s Knowledge of WISHA Requirements <i>Consultation Respondents: 2003</i>	
	Total (n = 41)
Knowledgeable in general, but less so regarding specifics	15%
Couldn’t provide a definite answer / had to do additional research	15
Had no guidelines specific for the industry	12
Lack of depth of knowledge about the law	12
Received mixed messages / dealing with different consultants	10
Very knowledgeable / good to work with	10
Other	29
Don’t know / refused	10
Question 2A: Why do you say that? Responses gathering 7% or less of total response (or 3 or fewer mentions) are shown as “Other” response. Multiple response question; proportions may sum to more than 100%.	

Leading the list of dissatisfactions voiced by both groups of respondents was consultants and inspectors having non-specific knowledge (15% and 18%, respectively). Both groups also frequently mentioned being dissatisfied because consultants and inspectors lacked industry-specific knowledge (12% and 9%, respectively), and knowledge of the law (12% and 9%, respectively).² It is notable that

² These results are very similar to those obtained in 2000.

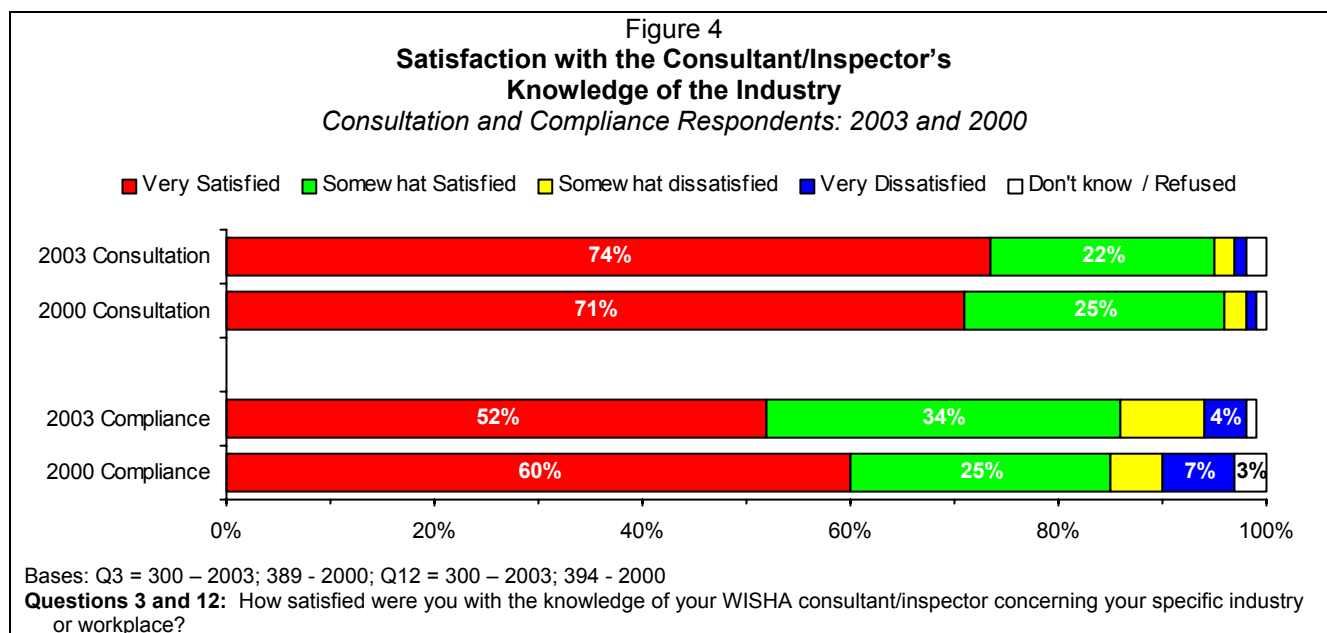
10% of the comments given by each group were positive about consultants' and inspectors' knowledge.

Table 4 Reasons for Less than High Satisfaction with Inspector's Knowledge of WISHA Requirements <i>Compliance Respondents: 2003</i>	
	Total (n = 98)
Knowledge is non-specific	18%
Very knowledgeable / fair and understanding	10
Unfamiliar with my industry, specific guidelines	9
Lack of knowledge about the law	10
Received mixed messages / lack of consistency among inspectors	11
Couldn't always give a definitive answer	5
Could have explained things better	5
Other	30
Don't know / refused	14
Question 11A: Why do you say that? Responses gathering 3% or less of total response (or 3 or fewer mentions) are shown as "Other" response. Multiple response question; proportions may sum to more than 100%.	

Knowledge of the Specific Industry or Workplace

Survey respondents were asked to rate their satisfaction with the WISHA staff regarding knowledge of the specific industry or workplace in which they operate (see Figure 4).

Nearly three-quarters of consultation respondents (74%) and over half of compliance respondents (52%) said they were “very satisfied.” Again, consultation respondents were more likely than compliance respondents to give a high rating.

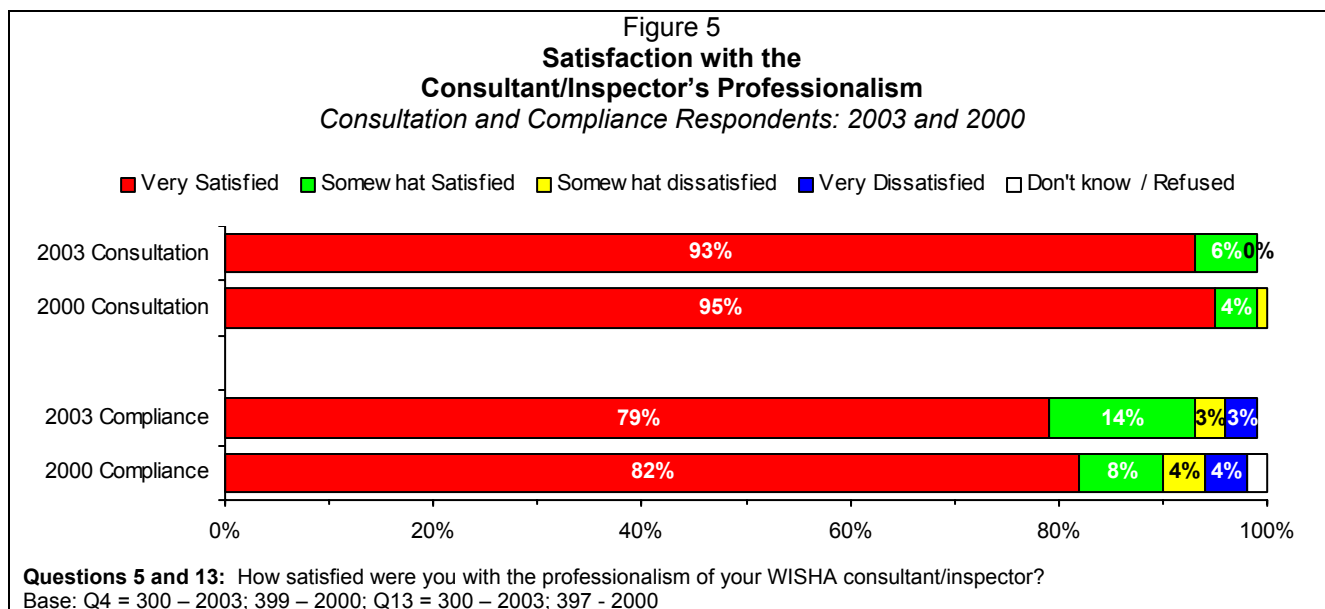


Comparison of 2003 results with 2000 findings: Ratings given by respondents who received consultation services did not vary from year to year. Ratings given by respondents who received compliance inspections were significantly different, as seen in overall satisfaction: eight percent (8%) fewer compliance respondents rated themselves “very satisfied” with inspectors’ knowledge of their specific industry or workplace this year as compared to the year 2000, while 9% more said they were “somewhat satisfied.”

Professionalism

Respondents were asked to evaluate the professionalism of the WISHA staff by specifically considering issues such as appearance, courtesy and respect (see Figure 5).

Almost all of the consultation respondents (93%) and over three in four compliance respondents (79%) said they were “very satisfied.” Even though more consultation clients gave high ratings on this attribute, it is notable that both customer types rated professionalism of their WISHA representative very highly.



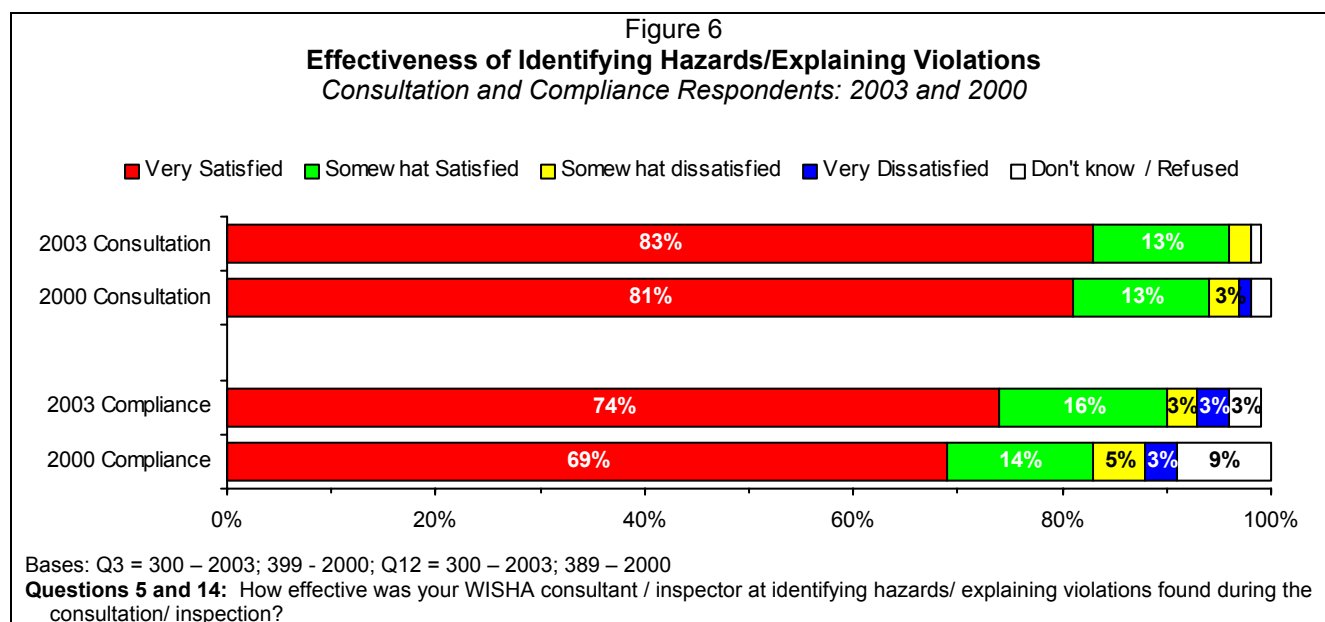
Those who received consultation services and said they were less than very satisfied with staff professionalism (19 respondents) were asked to explain why. There were four comments regarding consultants' attitudes perceived to be aloof or demanding, and three related to consultants whose appearance was judged to be unprofessional. These were the only reasons that were voiced by more than one respondent.

Comparison of 2003 results with 2000 findings: A comparison of this year's findings with the previous survey finds a significant increase in the number of “somewhat satisfied” ratings given for professionalism by respondents visited for compliance

inspections (2003 – 14%; 2000 – 8%), with small, but not significant, drops in each of the other rating categories. The ratings for staff professionalism given by consultation respondents are unchanged.

Effectiveness at Identifying Hazards / Explaining Violations

Employers were either asked about how effectively the consultant identified potential hazards or how effectively the inspector explained violations during the visit(s). Figure 6 shows that most respondents of each group said WISHA staff gave “very effective” explanations (83% - consultation respondents; 74% - compliance respondents).



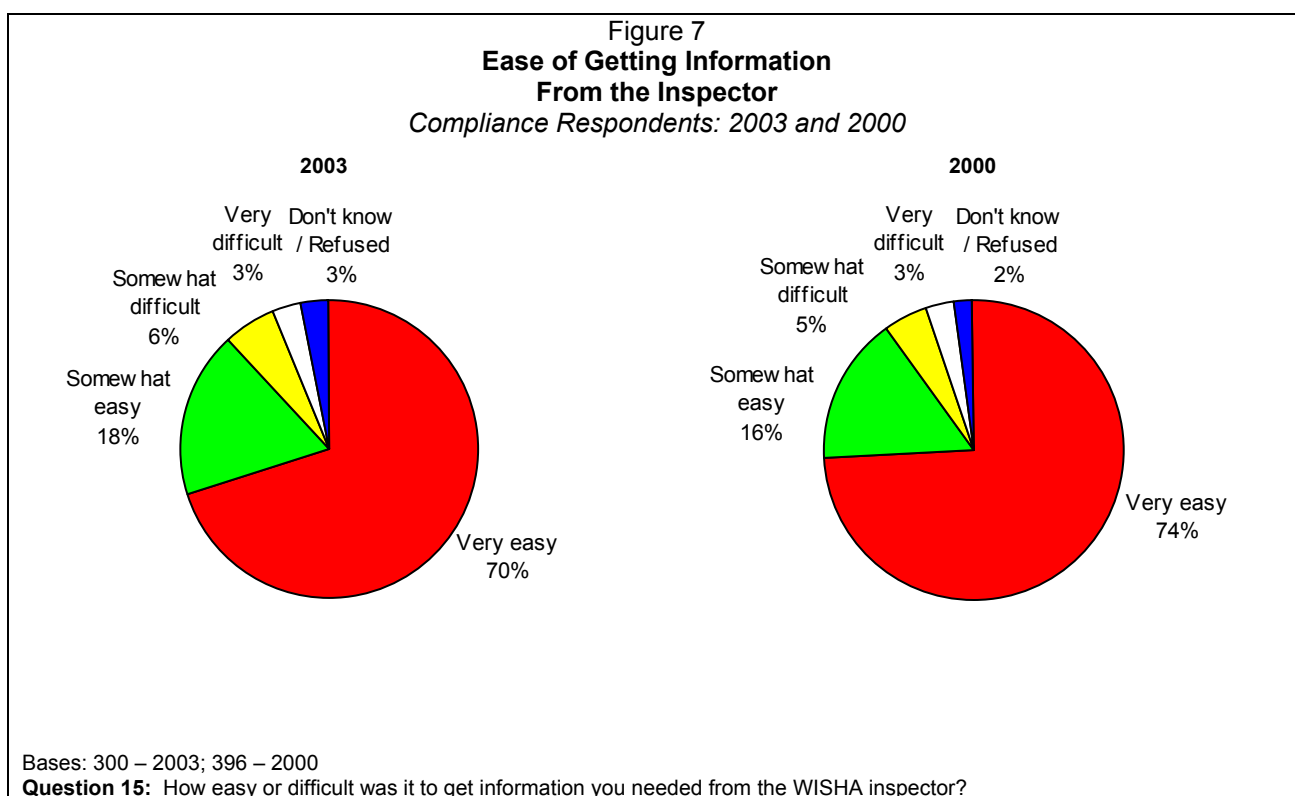
Results obtained this year were unchanged from the year 2000 for both groups of employers.

WISHA Information

This portion of the report offers an evaluation of opinion regarding information issues.

Ease of Obtaining Needed Information

Respondents visited for reasons of compliance were asked to judge how they felt about getting information they needed from WISHA inspectors. As Figure 7 indicates, 7 out of 10 said they felt it was “very easy,” about the same proportion as in the previous study.



Employers who said getting information was anything short of “very easy” were asked to talk about the types of information they had difficulty obtaining (Table 5). Many (18%) sought “more individualized information,” and 11% wanted information that was specifically related to the hazard(s) for which they were cited. Some

Table 5 Types of Information Less than Very Easy To Obtain from the Inspector <i>Compliance Respondents: 2003</i>	
	Total (n = 82)
More individualized information	18%
Nothing in particular	13
Information specific to the hazard cited	11
Communication problem	7
Interpretation problem / interpretation of code	7
Workable solutions / problem-solving	6
Being informed of changes in the code	5
Other	28
Don't know / refused	18
Question 15A: What information was particularly difficult to obtain? Responses gathering 4% or less of total response (or 3 or fewer mentions) are shown as “Other” response. Multiple response question; proportions may sum to more than 100%.	

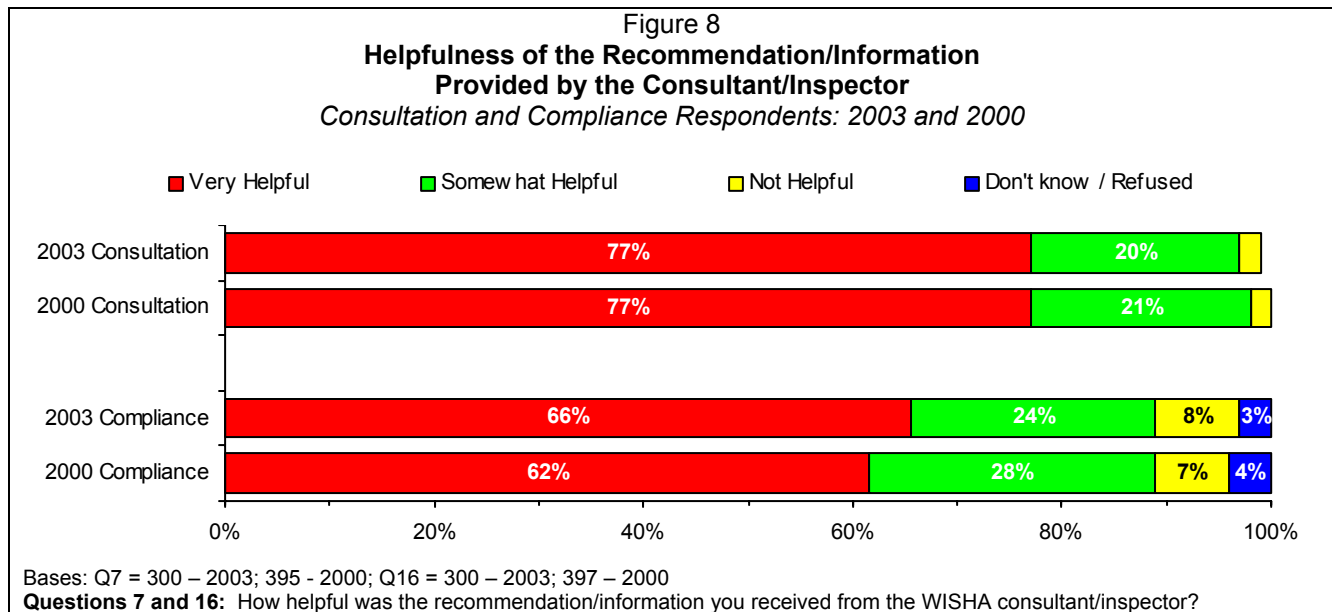
employers mentioned having general communication problems with inspectors (7%) or difficulties in problem-solving (6%). Four respondents talked about problems in retrieving information about changes in the code.

Comparison of 2003 results with 2000 findings: A comparison of results presented in Table 5 with those obtained in 2000 found fewer complaints about getting information specific to the hazard (11% in 2003 versus 18% in 2000), or about issues in general problem-solving (6% in 2003 compared to 12% in 2000). This indicates that some headway has been made in making it easier for employers to retrieve needed information.

Helpfulness of Recommendations

This year’s survey repeated a question appearing in the baseline study that asked respondents to rate the degree of help they believed they received from the recommendations and information they were given.

As Figure 8 shows, strong majorities of both consultation and compliance respondents rated the recommendations/information “very helpful.”³ As with satisfaction, however, consultation clients were more likely to give positive ratings than were compliance clients (77% vs. 66%).



Response proportions for both groups of respondents are unchanged from the baseline study.

³ Not shown in Figure 8 are 2% of consultation respondents who said they received no recommendations.

Information of Particular Help to Employers Receiving Consultation Services

Similar to the 2000 study, the survey asked employers receiving WISHA consultation services to talk about the specific types of information they found most helpful. The most frequent type of information was related to helping employers better understand rules and regulations. As seen in Table 6, 49% of the respondents said something about this. Respondents also mentioned that they liked having information on practical techniques and problem areas definition, and that they felt the information was up-to-date.

Table 6 Types of Information or Assistance Considered Specifically Helpful <i>Consultation Respondents: 2003</i>	
	2003 Total (n = 289)
Clarification / interpretation of regulations/documentation/legalities/standards or rules	49%
Practical techniques/solutions/problem-solving	19
Very knowledgeable/good advice/up to date information	17
Identification of problem areas	13
Recommended / Helped set up safety program	7
Provided all needed information	4
Other	6
Don't know / refused / can't recall	5
Question 7A: What information was specifically helpful? Multiple response question; proportions may sum to more than 100%.	

Information Considered of Little Help to Employers Visited for Reasons of Compliance

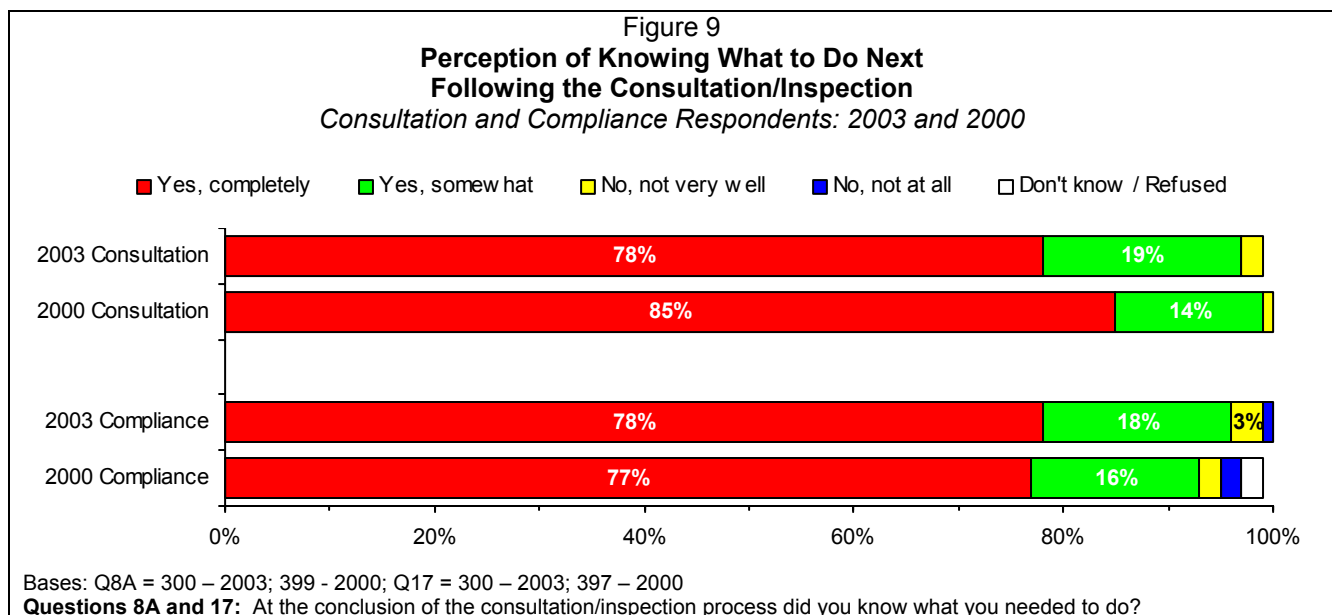
Employers visited for reasons of compliance were asked to discuss why they said the information they received was not helpful. Among those asked the question (23 respondents), 26% said they were given “no recommendations,” or “no feedback.” Other reasons were isolated comments offered by only one or two people.

Perception of Direction at the Conclusion of the Process

An overall summary question asked respondents to evaluate whether or not they knew what they needed to do at the conclusion of the consultation/inspection (see Figure 9).

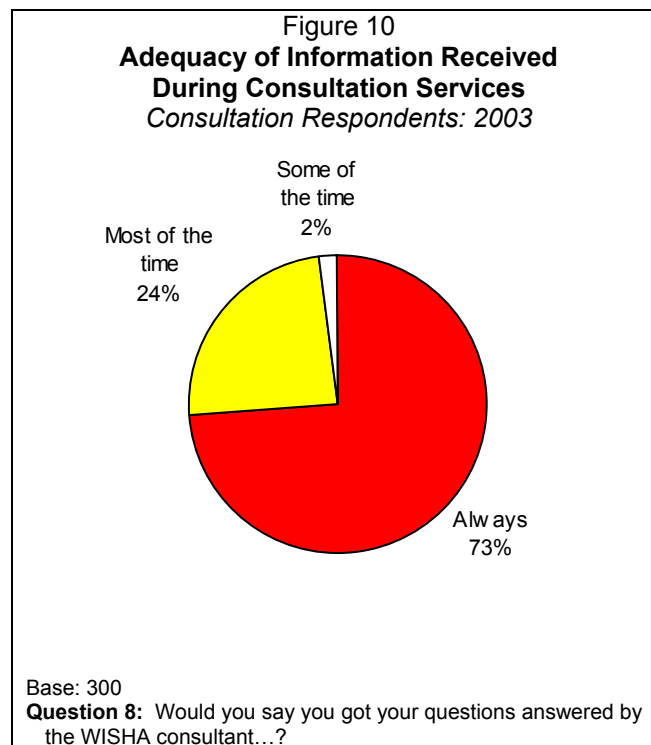
Similar high proportions of both consultation and compliance respondents (78%) said they “completely or always” knew what they needed to do to next. Very few respondents in either group felt unclear about the direction they needed to take.

These results are unchanged from 2000.



Overall Evaluation of the Information Provided by Consultation Services

In a question new to the 2003 survey, consultation respondents were asked, “Would you say you got your questions answered by the WISHA consultant, always, most of the time, some of the time or never?” Figure 10 shows that nearly three-quarters (73%) said their questions were “always” answered.



Suggestions for Improving the Consultation/ Inspection Process

Respondents were given the opportunity to provide comments or suggestions for improving the consultation or inspection process (Tables 7 and 8).

Improving the Consultation Process: While half of the respondents said they had nothing to suggest or didn't know what to suggest, 15% volunteered general, positive comments about WISHA consultations, up from 9% in 2000.

Other suggestions were that consultation services be provided more frequently, be made more accessible, or be scheduled more quickly after the request.

Table 7 Comments / Suggestions for Improving the Consultation Process <i>Consultation Respondents: 2003</i>	
	Total (n = 300)
Nothing but good things to say / excellent process	15%
Allow more frequent consultations / need more consultants	9
Become more knowledgeable of laws, regulations, specific industries	3
Reduce the waiting period between request for consultation and consultation	3
Don't be intimidating/confrontational	2
Need more consistency/uniform procedures	2
Other	18
Nothing / no comments	31
Don't know / refused	20
Question 9: What comments or suggestions do you have to improve the consultation process? Responses with 1% or less of total response (or 3 or fewer mentions) are shown as "Other" Multiple response question; proportions may sum to more than 100%.	

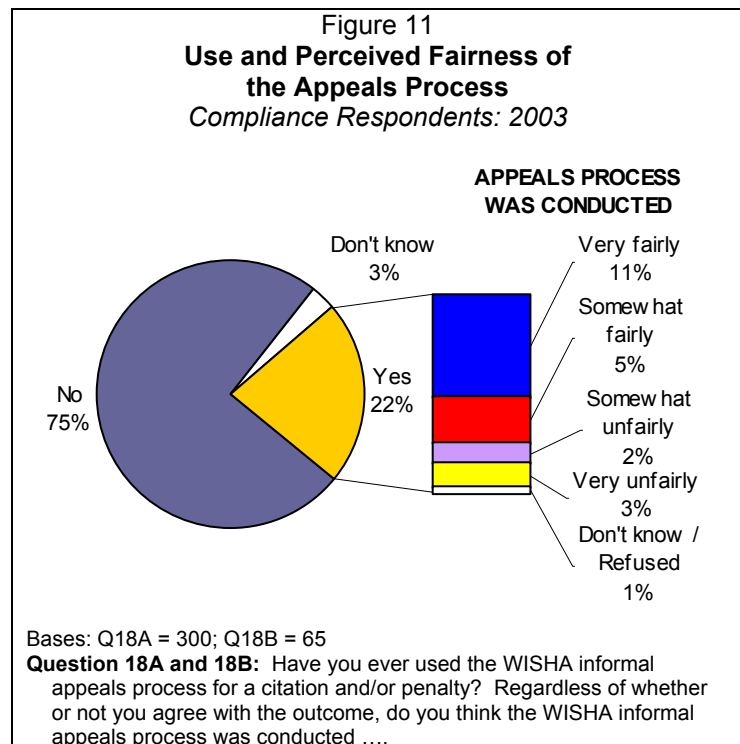
Improving the Inspection Process: Compliance respondents offered a number of good suggestions for improving the inspection process, even though 44% had no suggestions or didn't know what to suggest and 6% had only good things to say. Topping their list of improvements were suggestions that inspectors be more familiar with the industry and also more helpful/less adversarial (9%, each type of comment). The improvement suggestions were similar to the ones given in 2000.

Table 8 Comments / Suggestions for Improving the Inspection Process <i>Compliance Respondents: 2003</i>	
	Total (n = 299)
Send inspectors that are familiar with the industry	9%
Inspectors should be more helpful / less adversarial	9
Nothing but good things to say/ very helpful	7
Give time to correct mistakes with follow up inspection	6
Become more knowledgeable of laws, regulations, specific industries	6
Take time to explain regulations in more detail	4
Exercise some common sense	3
Make inspections/feedback more timely	2
Other	12
Nothing / no comments	35
Don't know / refused	19
Question 18: What comments or suggestions do you have to improve the inspection process? Multiple response question; proportions may sum to more than 100%.	

WISHA Appeals Process

A new question asked compliance respondents whether they had ever used the WISHA informal appeals process (“reassumption hearing”), and if so, how they felt about the way the appeals process was conducted. Those who said they thought the process was conducted unfairly were asked to give reasons why.

Figure 11 shows that approximately one out of five (22%) said they had gone through the experience of a reassumption hearing, and of these, half said they thought the hearing was conducted “very fairly.” Respondents who said they thought the process was conducted unfairly, generally complained about the attitude of the referee / judge, or said they were frustrated with the system.

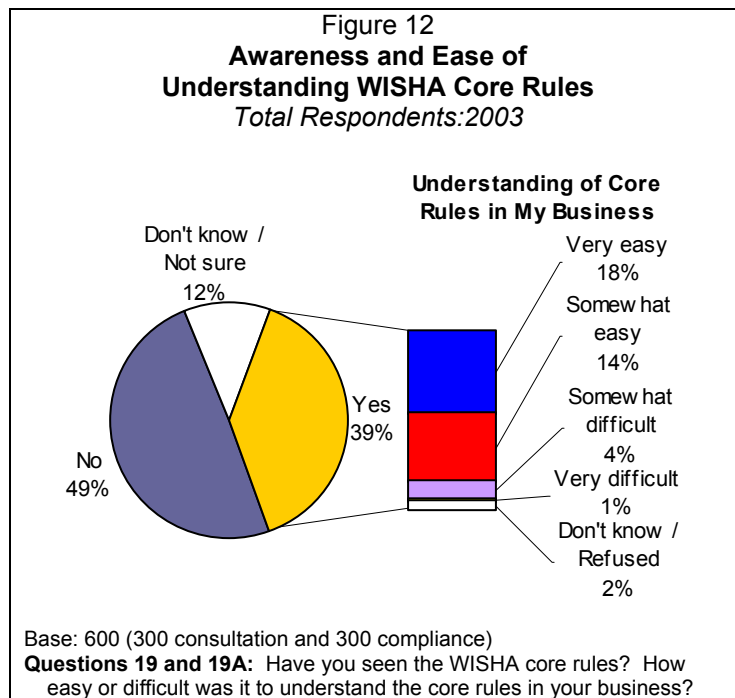


Overall, Figure 11 indicates that negativity about WISHA’s appeals process is quite limited: most employers have not sought out or felt the need for an appeal, and of those who have, few felt it was handled unfairly. Based on all employers, 5% felt the WISHA appeals process was unfair. Employers provided a wide array of comments when asked how the appeals process might be improved. Several commented about shortening the length of the process, and one or two suggested making appeals more open. More than a few made positive remarks about the appeals process.

- *“I think it’s pretty well designed.”*
- *“I think they did a good job.”*
- *“It went smoothly.”*

Awareness and Understanding of WISHA Core Rules

A new question asked employers whether they had seen WISHA's core rules (Figure 12). As the graphic indicates, many (39%) said "yes," but nearly half (49%), said they had not seen the new rules and another 12% probably have not, as they were unsure if they had or not.



Among those who had seen the rules, few had difficulty understanding them.

Contacting WISHA

The survey asked employers about their phone contacts to L&I during the previous year. Those who had called L&I were asked how satisfied they were with the information or assistance they received. They were also asked which of the L&I offices they'd contacted.

Questions about contacting WISHA that were asked in the 2003 survey differ from those asked in the 2000 survey in several ways.

First, the 2000 survey asked respondents about their phone calls regarding WISHA requirements. The 2003 survey changed the wording to ask about calls made for safety and health issues.

Second, the 2000 survey asked those who had called, how many times they had called. The 2003 survey dropped this question, substituting another asking those who'd called how satisfied they were with the information or assistance they received. The 2003 survey also dropped a question that asked callers whether they'd received all the information that they needed.

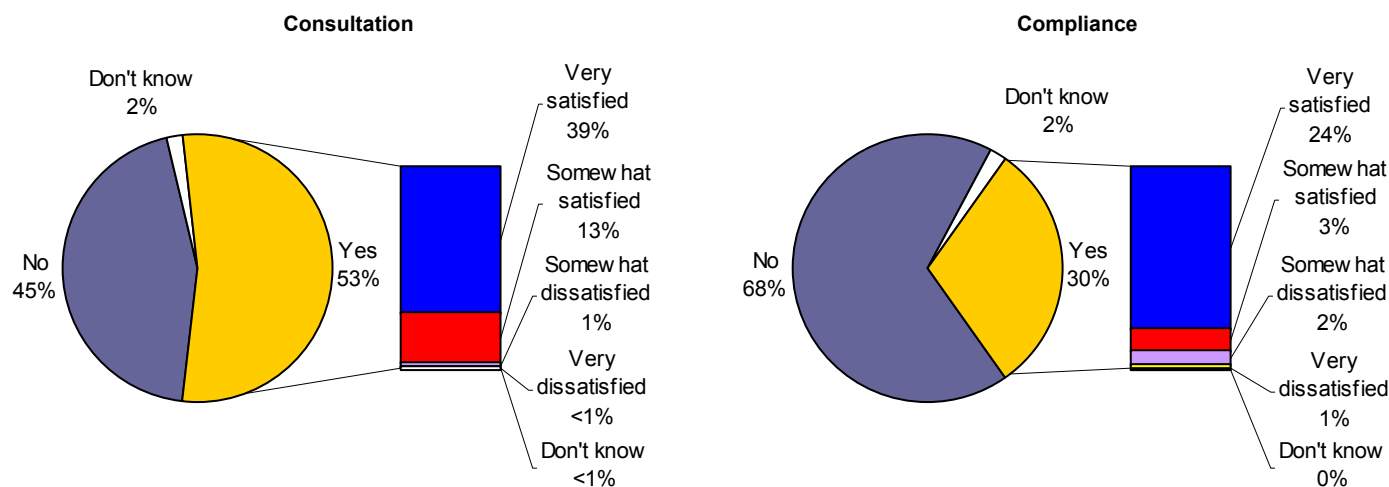
Phone Contact with WISHA

Figure 13 shows that consultation respondents were more likely than compliance respondents to have called an L&I office about safety and health issues within the past year (53% versus 30%, respectively).⁴

Consultation and compliance respondents alike were satisfied with the information or assistance they received. Of the consultation respondents who had called an L&I office, 73% said they were “very satisfied” with the information or assistance they were given (or 39% of the total base of respondents). Of the compliance respondents who called L&I, 80% said they were “very satisfied” with the help (or 24% of the total base of respondents).

Figure 13

Calls to L&I And Satisfaction with the Information or Assistance Given *Consultation and Compliance Respondents: 2003*



Bases: Q19B = 600 (300 each, consultation and compliance respondents); Q20 = 251 (160 consultation and 91 compliance respondents)

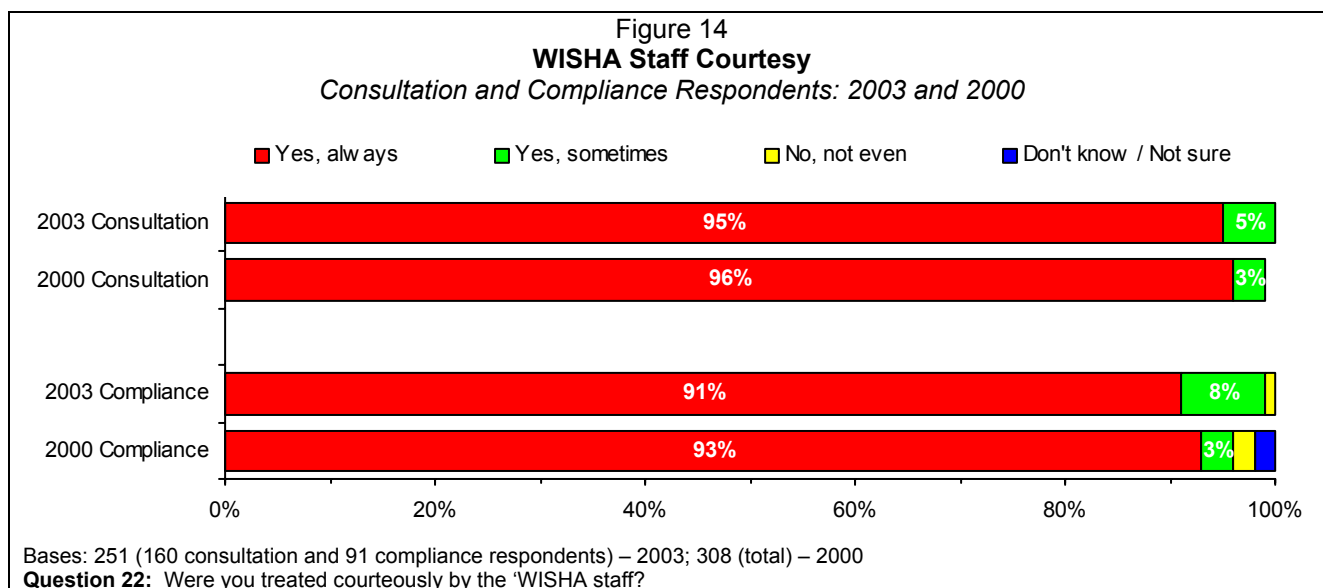
Questions 19B and 20: Have you called the L and I office with questions on safety and health issues within the past year? How satisfied were you with the information you received?

⁴ In the 2000 study, 52% of consultation respondents and 33% of compliance respondents called L&I with questions about WISHA requirements.

Courtesy Extended By WISHA Staff

More than nine out of ten employers said they were “always” treated courteously when they called WISHA (Figure 14). However, a small percentage of employers perceived courtesy that was extended inconsistently by staff: 5% of consultation and 8% of compliance respondents said courtesy was extended “sometimes, but not always.”

These results are unchanged from 2000.



Offices Contacted

Table 9 lists each of the WISHA offices and the percentage of those surveyed who have contacted each. The table shows few changes other than an increase in the number of calls reportedly made to the Bellevue office, along with a decrease in calls made to Seattle.

Table 9 L and I Offices Contacted <i>Total Respondents Having Phone Contacts: 2003 and 2000</i>		
	2003 (251)	2000 (308)
Bellevue	8%	4%
Bellingham	4	3
East Wenatchee	2	3
Everett	9	8
Kennewick	4	3
Longview	4	3
Mt. Vernon	4	4
Olympia/Tumwater	22	21
Renton	1	<1
Seattle	8	16
Spokane	16	13
Tacoma	8	10
Tukwila	4	4
Vancouver	4	7
Yakima	9	7
Other	6	7
Don't know	6	4

Information Channels

Similar to the 2000 survey, the 2003 survey asked employers which methods of communications worked best for them to receive information from WISHA when it's needed. (Table 10)

Overall, respondents named regular mail (52%) and e-mail (44%) more often than other methods.

While consultation respondents named e-mail about as often as regular

mail (48% and 46%, respectively), compliance respondents mentioned regular mail ahead of e-mail (58% and 39%, respectively).

Table 10 Best Methods for Receiving Timely Technical Information from WISHA <i>Consultation and Compliance Respondents: 2003</i>			
	Total (600)	Consultation (300)	Compliance (300)
Regular mail	52%	46%	58%
E-mail	44	48	39
Pamphlets or notices mailed to you	19	16	22
WISHA website	15	18	12
Fax	11	13	9
Video sent to you	11	9	12
Telephone call	11	11	10
On-line manuals	4	4	4
On-line training	3	2	4
Training on your worksite	1	1	1
Other	5	6	4
Don't know / refused / can't recall	1	1	<1
Question 24: WISHA has a number of ways in which they can get technical information to you regarding regulations. Which ways are best for you to receive information from WISHA, so that it's timely for you? *Responses gathering less than 1% of total response (or 3 or fewer mentions) are shown as "Other" response. Multiple response question; proportion may sum to more than 100%.			

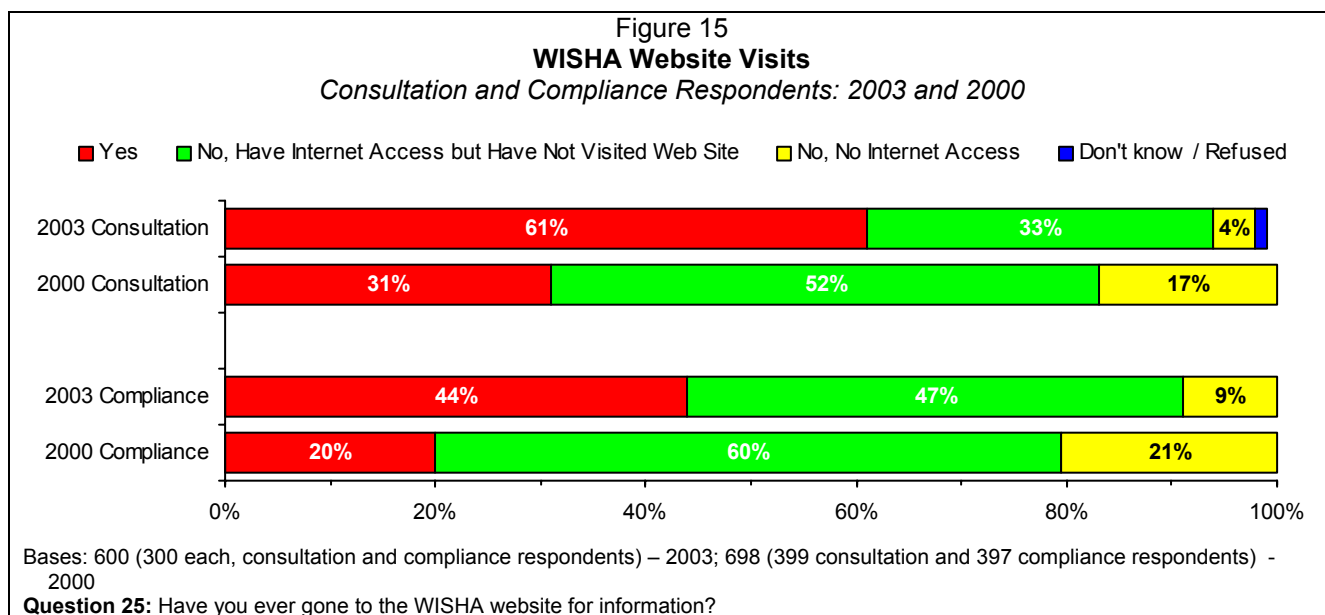
Comparison of 2003 results with 2000 findings: There is a dramatic increase this year in the proportion of respondents who said they prefer information from WISHA by e-mail. The baseline study reported no respondents who wanted information by e-mail; this is in contrast to the current survey, where nearly half (44%) said, "e-mail," likely a reflection of the growing use and acceptance of electronic communications. Other preferences are approximately the same as those reported in 2000. For example, the proportion that mentioned the WISHA website this year as the best way to receive information (15%), is nearly the same as the 2000 study (12%).

Visits to the WISHA Website

To determine if they are efficiently and effectively using the Internet, respondents were asked whether they had ever visited the WISHA website to obtain information (see Figure 15).

The graphic shows more consultation (61%) than compliance clients (44%) having visited WISHA's website for information. These proportions are significantly higher than those reported in the baseline study (31% consultation respondents; 20% compliance respondents in 2000).

This shift in website visits occurs in conjunction with a significant increase in the number of respondents who now have Internet access,⁵ and also, a significant decrease in the number who reported never having visited the WISHA website.

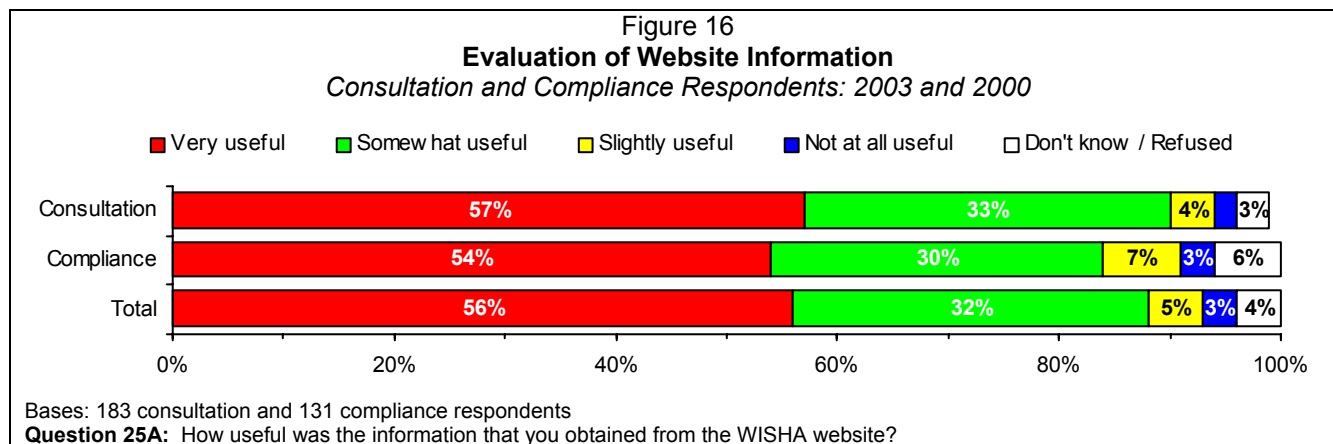


⁵ That is, there were significantly fewer consultant and compliance employers who said they have "no Internet access" (4% and 9%, respectively) in the current study.

Evaluation of the Information Found on the Website

Respondents who reported having visited the WISHA website were asked to evaluate the usefulness of the information.⁶

A solid majority of employers overall said they found the information useful (88%), and well over half said they thought it was “very useful” (56%).



Additional Comments and Suggestions

Respondents were asked whether they had any final comments or suggestions to pass along to WISHA. Interviewers recorded a number of remarks. These are included as verbatim comments in the appendix of this report.

⁶ This question was not asked in the 2000 survey.

APPENDIX

Questionnaire

8:

INTRO

IF NOT AVAILABLE, ARRANGE CALL-BACK

ASK TO SPEAK TO: <cont> <title> IF NO ONE BY THAT NAME, VERIFY PHONE NUMBER<tel01> IF NO LONGER WITH COMPANY, ASK TO SPEAK TO PERSON WHO TOOK (HIS)/(HER) PLACE. Hello, this ___ from the Gilmore Research Group in Seattle. The Washington State Department of Labor and Industries has asked us to conduct a random survey among employers who have had<word>. This interview may be monitored for quality control purposes, but your answers will be held in the strictest confidence and your name will not be associated with your responses. This interview is completely voluntary and will take less than 10 minutes. If I ask any question that you would prefer not to answer just let me know and I'll skip over it.

Continue 91 => /LASTQ

9:

Q1

READ 1-4

These questions cover the time period from Fall 2001 up until now. Thinking only of consultation services - the times when you called WISHA for consultation. If you had more than one consultation in that time, please consider them all and give one overall evaluation. Overall, how satisfied were you with the consultation services you received, would you say . . .

=> Q10 if LIST=2

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied	3
Or very dissatisfied.....	4
Don't know/Not sure - DO NOT READ.....	5
Refused - DO NOT READ	6

10:

Q1A

PROBE ONCE AND CLARIFY

What in particular did you find unsatisfactory?

=> +1 IF NOT Q1=2-4

RECORD COMMENTS	01	O
Nothing really wrong/nothing in particular	00	N
Lack of expertise among interviewers.....	02	N
Lack of uniformity among consultants/getting shifted to a different person	04	N
Scheduling/timeliness.....	06	N
It's stressful/not knowing what to expect from it	08	N
Didn't get a real handle on what I perceived to be the necessary issues	10	N
Could have been more thorough, more detailed, and therefore more helpful.....	12	N
Looking for specific guidelines to follow/unclear guidelines.....	13	N
Didn't offer variations for the specific industry	14	N
Conflicting regulations between city and state	16	N
Too picky.....	19	N
Other.....	97	N
Don't know/Not sure.....	98	X
Refused.....	99	X

11:

Q2

READ 1-4

How satisfied were you with the knowledge of your WISHA consultant concerning WISHA REQUIREMENTS . . . IF MORE THAN ONE CONSULTANT: Please give an overall evaluation.

Very satisfied..... 1
Somewhat satisfied..... 2
Somewhat dissatisfied 3
Or very dissatisfied..... 4
Don't know/Not sure - DO NOT READ..... 5
Refused - DO NOT READ 6

12:

Q2A

PROBE ONCE AND CLARIFY

Why do you say that?

=> +1 IF NOT Q2=2-4

RECORD COMMENTS 01 O
Knowledgeable in general but less so regarding specific 02 N
One not helpful/the other good; some recommendations were fine/some overkill 03 N
Mixed messages/dealing with different consultants 04 N
Couldn't always give me a definite answer/had to go back and do some research 05 N
Would have been helpful to be given a list of guidelines specific for the
industry/not familiar with bus/knew what but not about our facility..... 07 N
Some consultants didn't have in depth knowledge of the law..... 08 N
Lack of consistency among inspectors/discrepancy between two consultants 11 N
Very knowledgeable/good to work with/fair and understanding..... 20 N
Don't know/Not sure..... 98 X
Refused..... 99 X

13:

Q3

READ 1-4

How satisfied were you with the knowledge of your WISHA consultant concerning YOUR SPECIFIC INDUSTRY OR WORKPLACE? IF MORE THAN ONE CONSULTANT: Please give an overall evaluation.

Very satisfied..... 1
Somewhat satisfied..... 2
Somewhat dissatisfied 3
Or very dissatisfied..... 4
Don't know/Not sure - DO NOT READ..... 5
Refused - DO NOT READ 6

14:**Q4****READ 1-4**

How satisfied were you with the PROFESSIONALISM of your WISHA consultant, and by that I mean appropriate appearance, courtesy and respect. Would you say . . . IF MORE THAN ONE CONSULTANT: Please give an overall evaluation.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Or very dissatisfied.....	4
Don't know/Not sure - DO NOT READ.....	5
Refused - DO NOT READ.....	6

15:**Q4A****PROBE ONCE AND CLARIFY**

What in particular did you find unsatisfactory?

=> +1 IF NOT Q4=2-4

RECORD COMMENTS	01	O
Nothing/didn't find anything unsatisfactory	00	N
Some consultants are very good; some act adversarial.....	02	N
Had an attitude: "You respect me or else."	03	N
Consultant lack of knowledge regarding our specific industry/lack of knowledge.....	04	N
Lack of helpfulness.....	05	N
Put me in a bad position with my employees (implying to them that we were not in compliance with the regulations)	06	N
Picky	07	N
The consultant's appearance could have been better.....	08	N
On time/brought the requested materials	15	N
Don't know/Not sure	98	X
Refused.....	99	X

16:**Q5****READ 1-4**

In your opinion, how effective was the WISHA consultant at identifying hazards?

Very effective.....	1
Somewhat effective	2
Somewhat ineffective	3
Or very ineffective.....	4
Don't know/Not sure - DO NOT READ.....	5
Refused - DO NOT READ.....	6

17:**Q7****READ 1-3**

How helpful were the recommendations, if any, that you received from the WISHA consultant . . .

Very helpful.....	1
Somewhat helpful.....	2
Or not helpful	3
DOES NOT APPLY - Received no recommendations - DO NOT READ.....	4
Don't know - DO NOT READ.....	5
Refused - DO NOT READ.....	6

19:

Q7A

PROBE ONCE AND CLARIFY

What specifically was helpful/ Why do you say that?	
RECORD COMMENTS	01 O
Clarification/interpretation of regulations/documentation/legalities/standards/ rules	02 N
Identification of problem areas	08 N
Practical techniques/solutions/problem solvers/proactive/provided options	10 N
Provided all the information we needed/printed material/videos/CD-ROM/ sources	11 N
Recommended safety program/helped set up program	14 N
Very knowledgeable/good advice/up to date information	16 N
Can't remember	17 N
Don't know/Not sure	98 X
Refused	99 X

20:

Q8

READ 1-4

Would you say you got your questions answered by the WISHA consultant. . .	
Always	1
Most of the time	2
Some of the time	3
Or never	4
Don't know/Not sure - DO NOT READ	5
Refused - DO NOT READ	6

21:

Q8A

READ 1-4

At the conclusion of the consultation process, did you know what you needed to do, would you say . . .	
Yes, completely or always	1
Yes, somewhat or some of the time	2
No, not very well	3
Or no, not at all	4
Don't know/Not sure - DO NOT READ	5
Refused - DO NOT READ	6

22:

Q9

PROBE ONCE AND CLARIFY

What comments or suggestions do you have to improve the consultation process?		
RECORD COMMENTS	01	O
None/no comments	00	N
Allow more frequent consultations/need more consultants/more availability/ closer consultation offices/more follow-up info	02	N
Become more knowledgeable of laws/regulations/specific industries.....	06	N
Not be intimidating/confrontational/adversarial	07	N
Need consistency/uniform procedures/consultations.....	08	N
More uniformity of guidelines for specific industries	12	N
Nothing but good things to say. excellent process/very helpful	16	N
Reduce the waiting period between the request for consultation and the actual consultation.....	19	N
Other	97	N
Don't know/Not sure	98	X
Refused	99	X

23:

Q10

READ 1-4

These first questions cover the time period from the Fall of 2001 up until now. We are thinking only of compliance services - the times WISHA visited your site for an inspection. If you had more than one such visit in that time, please consider them all and give one overall evaluation. Overall, how satisfied were you that the inspection was conducted in a fair and equitable manner, would you say . . .

Very satisfied.....	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Or very dissatisfied.....	4
Don't know/Not sure - DO NOT READ.....	5
Refused - DO NOT READ	6

24:

Q10A

PROBE ONCE AND CLARIFY

What in particular did you find unsatisfactory?

=> +1 IF NOT Q10=2-4

RECORD COMMENTS	01	O
Nothing really wrong/nothing in particular	00	N
Inspectors lack of knowledge/specific to my industry	02	N
Unfair inspectors/unfair ticket/violation	03	N
Lack of uniformity among inspectors/code interpretation/fines	04	N
Not helpful	05	N
Scheduling/timeliness/length of inspection disruptive to production	06	N
Negative attitude/intimidating/accusatory/like police/hostile/hoping for violations	07	N
It's stressful/not knowing what to expect from it	08	N
Inspectors more interested in leveling fines and writing tickets than actual safety	09	N
Didn't get a real handle on what I perceived to be the necessary issues	10	N
Inadequate inspection	11	N
Didn't offer variations for the specific industry	14	N
They cite and fine instead of cite, allow us to correct and if not, then fine	15	N
Conflicting regulations between city and state	16	N
Lack of common sense/practicality	17	N
Too picky/minor infractions/petty/not lenient	19	N
Don't know/Not sure	98	X
Refused	99	X

25:

Q11

READ 1-4

How satisfied were you with the knowledge of your WISHA inspector concerning WISHA REQUIREMENTS . . . IF MORE THAN ONE INSPECTOR: Please give an overall evaluation.

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Or very dissatisfied	4
Don't know/Not sure - DO NOT READ	5
Refused - DO NOT READ	6

26:

Q11A

PROBE ONCE AND CLARIFY

Why do you say that?

=> +1 IF NOT Q11=2-4

RECORD COMMENTS	01	
General knowledge but not specific.....	02	N
Mixed messages/lack of consistency among inspectors	04	N
Couldn't always give me a definitive answer.....	05	N
Not familiar with my industry or specific guidelines	06	N
Lack of knowledge of law	09	N
Not helpful.....	10	N
Lack of common sense/practicality/good judgment	11	N
Could have explained things better.....	12	N
Very knowledgeable/fair and understanding	20	N
Don't know/Not sure	98	X
Refused	99	X

27:

Q12

READ 1-4

How satisfied were you with the knowledge of your WISHA inspector concerning YOUR SPECIFIC INDUSTRY OR WORKPLACE? IF MORE THAN ONE INSPECTOR: Please give an overall evaluation.

Very satisfied.....	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Or very dissatisfied.....	4
Don't know/Not sure - DO NOT READ.....	5
Refused - DO NOT READ	6

28:

Q13

READ 1-4

How satisfied were you with the PROFESSIONALISM of your WISHA inspector, and by that I mean appropriate appearance, courtesy and respect. Would you say . . . IF MORE THAN ONE INSPECTOR: Please give an overall evaluation.

Very satisfied.....	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Or very dissatisfied.....	4
Don't know/Not sure - DO NOT READ.....	5
Refused - DO NOT READ	6

29:

Q14

READ 1-4

How effective was the WISHA inspector at explaining violations found during the inspection? Would you say. . .

Very effective	1
Somewhat effective	2
Somewhat ineffective	3
Or very ineffective.....	4
Not applicable - no violations found - DO NOT READ.....	5
Don't know/Not sure - DO NOT READ.....	6
Refused - DO NOT READ	7

30:

Q15

READ 1-4

How easy or difficult was it to get information you needed from the WISHA inspector, would you say...

Very easy	1
Somewhat easy	2
Somewhat difficult	3
Or very difficult.....	4
Don't know/Not sure - DO NOT READ.....	5
Refused - DO NOT READ	6

31:

Q15A

PROBE ONCE AND CLARIFY

What information was it particularly difficult to obtain?

=> +1 IF NOT Q15=2-4

RECORD COMMENTS	01	O
Nothing in particular.....	00	N
Clear time frames of when repairs must be made/when they'll get back to us	03	N
Information specific to the hazard for which we are being cited.....	04	N
More individualized info/exact direction that would pertain to our particular business	05	N
Workable solutions/problem solving.....	06	N
Being informed of changes in the code	07	N
Communication problem/language.....	08	N
Interpretation/accurate interpretation of code.....	09	N
Timeliness of information needed to be in compliance/results of inspection	11	N
Played telephone tag/had trouble getting the info back and forth to each other	17	N
Don't know/can't remember specifics	98	X
Refused.....	99	X

32:

Q16

READ 1-3

How helpful was the information you received from the WISHA inspector. . .

Very helpful.....	1
Somewhat helpful	2
Or not helpful	3
Don't know - DO NOT READ.....	4
Refused - DO NOT READ	5

33:

Q16A

PROBE ONCE AND CLARIFY

Why do you say that?

=> +1 IF NOT Q16=3

RECORD COMMENTS	01	O
Unable to show code documentation/showed expired/erroneous documentation..	02	N
Codes difficult to understand/unclear	03	N
No recommendations/no feed back.....	04	N
Don't know/Not sure.....	98	X
Refused.....	99	X

34:

Q17

READ I-4

At the conclusion of the inspection process, did you know what you needed to do, would you say . . .

Yes, completely or always.....	1
Yes, somewhat or some of the time.....	2
No, not very well	3
Or no, not at all.....	4
Don't know/Not sure - DO NOT READ.....	5
Refused - DO NOT READ	6

35:

Q18

PROBE ONCE AND CLARIFY

What comments or suggestions do you have to improve the inspection process?

RECORD COMMENTS	01	O
None/no comments	00	N
Give time to correct mistakes with follow up inspection, then fine if not corrected	03	N
Send inspectors that are familiar with industry they are inspecting.....	04	N
Take time to explain the reg's in more detail.....	05	N
Become more knowledgeable of laws/regulations/specific industries.....	06	N
Inspectors should be more helpful than adversarial/condescending	08	N
Inspectors should go to the designated person for the inspection.....	10	N
Timeliness of inspections/reports back/ meetings	11	N
Use some common sense/things can be safe and not exactly by the book.....	13	N
Nothing but good things to say/very helpful.....	16	N
Don't know/Not sure.....	98	X
Refused.....	99	X

36:

Q18A

Have you ever used the WISHA informal appeals process for a citation and/or penalty? IF

NEEDED: Also known as "reassumption hearing"

Yes.....	1
No	2
Don't know/Not sure.....	3
Refused.....	4

37:

Q18B

READ 1-4

Regardless of whether or not you agree with the outcome, do you think the WISHA informal appeals process was conducted. . . IF NEEDED: Also known as "reassumption hearing"

=> Q19 IF NOT Q18A=1

Very fairly 1
Somewhat fairly..... 2
Somewhat unfairly..... 3
Or very unfairly 4
Don't know/Don't recall/Not sure - DO NOT READ 5
Refused - DO NOT READ 6

38:

Q18C

PROBE ONCE AND CLARIFY

Why do you say that?

=> +1 IF NOT Q18B=3-4

RECORD COMMENTS 01 O
Don't know/Not sure..... 98 X
Refused..... 99 X

39:

Q18D

PROBE ONCE AND CLARIFY

How could L and I - WISHA improve the appeals process?

RECORD COMMENTS 01 O
Don't know/Not sure..... 98 X
Refused..... 99 X

40:

Q19

Recently, WISHA redesigned general safety and health regulations applicable to all employers, known as "Core Rules." These rules were written in plain language so that they would be easy to use and understand. Have you seen the WISHA Core Rules?

Yes..... 1
No 2
Don't know/Not sure..... 3
Refused..... 4

41:

Q19A

READ 1-4

How easy or difficult was it to understand the Core Rules in your business. . .

=> +1 IF NOT Q19=1

Very easy 1
Somewhat easy 2
Somewhat difficult 3
Or very difficult..... 4
Don't know/Not sure - DO NOT READ..... 5
Refused - DO NOT READ 6

42:

Q19B

Now just a few general questions about WISHA. Have you called the L and I office with questions on safety and health issues within the past year?

Yes..... 1
No 2
Don't know/Not sure..... 3
Refused..... 4

43:

Q20

READ 1-4

How satisfied were you with the information or assistance you received. . .

=> Q24 IF NOT Q19B=1

Very satisfied..... 1
Somewhat satisfied..... 2
Somewhat dissatisfied 3
Or very dissatisfied..... 4
Don't know/Not sure - DO NOT READ..... 5
Refused - DO NOT READ 6

44:

Q21

DO NOT READ UP TO 16 RESPONSES

Which L and I office did you contact?

Bellevue..... 01
Bellingham 02
East Wenatchee 03
Everett 04
Kennewick..... 05
Longview..... 06
Mt. Vernon 07
Olympia or Tumwater 08
Renton 09
Seattle 10
Spokane 11
Tacoma 12
Tukwila..... 13
Vancouver..... 14
Yakima 15
Other (SPECIFY:) 97 O
Don't know/Not sure..... 98 X
Refused..... 99 X

45:

Q22

PROBE TO FIT

Were you treated courteously by the WISHA staff?

Yes, always..... 1
Yes, sometimes but not always..... 2
No, not ever 3
Don't know/Not sure..... 4
Refused..... 5

46:

Q24

DO NOT READ PROBE TO FIT UP TO 12 RESPONSES

WISHA has a number of ways in which they can get technical information to you regarding regulations. Which ways are best for you to receive information from WISHA, so that it's timely for you - meaning that it's there when YOU need it?

WISHA website	01	
E-mail	02	
On-line manuals.....	03	
On-line training	04	
Video sent to you.....	05	
Classes or workshops near you.....	06	
Training or your worksite	07	
Pamphlets or notices mailed to you	08	
Telephone call	09	
FAX.....	10	
Regular mail	11	
Other (SPECIFY:)	12	O
Person to person/go in person.....	17	N
Have somebody on site/drop-ins	18	N
Don't know/Not sure.....	13	X
No particular way	14	X
Refused.....	15	X

47:

Q25

Have you ever gone to the WISHA website for information? IF RESPONDENT SAYS NO, ASK: Is that because you don't have internet access or you have access but just haven't visited? IF ASKED, THE SITE IS AT : www.lni.wa.gov/wisha

Yes.....	1
No, have internet access but haven't visited	2
No, internet access	3
Don't know/Not sure.....	4
Refused.....	5

48:

Q25A

READ I-4

How useful was the information you obtained from the WISHA website. . .

=> +1 IF NOT Q25=1

Very	1
Somewhat	2
Slightly	3
Or not at all.....	4
Don't know/Not sure - DO NOT READ.....	5
Refused - DO NOT READ	6

49:

Q26

May I please have your job title?

RECORD TITLE	1	O
Refused.....	2	

50:

Q27

CLARIFY

And finally, do you have any comments or suggestions you would like to pass along to WISHA?

RECORD COMMENTS	01	O
No/None	00	X
Don't know/Not sure	98	X
Refused	99	X

51:

GENDR

DO NOT ASK!

RECORD GENDER

Male	1
Female	2

55:

INT01

\$E

That concludes my questions. Thank you very much for your time and cooperation.

Completed Interview	01	D	=> /ATMPT
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Verbatim Responses

Q1A- What in particular did you find unsatisfactory?

WE CALLED THEM IN HERE TO MAKE SURE WE WERE DOING STUFF RIGHT, BUT IT TURNED INTO WHAT I WOULD CALL A WITCH HUNT. THEY SAID EVERYTHING WAS STRICTLY CONFIDENTIAL, BUT ABOUT A MONTH LATER, THEY TOLD US THEY HAD TO RELEASE THE INFORMATION.

INTERPRETATION FROM STANDARDS.

HE FOCUSED ON ONE PARTICULAR ITEM OF THE LAW AND DIDN'T REALLY FOCUS AS MUCH ON WHAT I NEEDED TO DO TO MAKE AN INSPECTOR HAPPY.

THE ACCUSATORY NATURE OF THE VISIT.

THE LIMITED DEGREE OF SUBSTANCES THEY CAN CHECK FOR. WHAT WE WERE HOPING TO FIND OUT WAS IF THERE WAS ANY PRESENCE OF MOLD SPORES IN THE AIR, AND THEY CAN'T DO THAT. WE HAVE TO HIRE A PRIVATE COMPANY FOR THAT. THE SERVICES THAT THEY COULD PROVIDE. IT WAS FINE.

I FIND IT UNSATISFACTORY TO COME OUT AND LEAVE AND LOSE A LOT OF MONEY. YOU JUST CAN'T BE HONEST WITH THEM OR IT WILL COST THEM.

THE CONSULTATION WAS GREAT, BUT THE RESULTS WERE NOT CONFIDENTIAL.

THEY SENT A DISC FOR ESTABLISHING NEW PROCEDURES FOR SAFETY HAZARDS AND THE DISC WAS VERY USER UNFRIENDLY.

THE OVERALL CITATION FOR THE POSTING OF THE JOB SITE.

JUST THE BUREAUCRACY.

I HAD A JOB THAT I NEEDED TO DO AND I WANTED TO GET A CONSULTATION TO MAKE SURE I WAS DOING EVERYTHING RIGHT. AFTER I HAD A CONSULTATION, WISHA SHOWED UP AND GAVE ME A \$4,000 FINE.

Q2A- Why do you say that?

BASED ON FACE TO FACE CONTACT.

THEY COME ALONG WITH THE PRETENCE OF HELP AND END UP NOT HELPING.

BECAUSE OF THEIR BACKGROUND.

WE HAD SOME ISSUES. WE HAD BEEN CITED AND WE'RE NEW BUSINESS OWNERS. WE HAD A GUY COME IN AND HELP AND, HIS ADVICE DIDN'T WORK VERY WELL. BUT WE'VE SEEN THAT THINGS AREN'T REALLY CONSISTENT AND HE MAY HAVE GIVEN US GREAT ADVICE.

I MEAN, I THINK HE HAD KNOWLEDGE IN DEPTH AT HIS BASIC KNOWLEDGE. HE JUST WASN'T GOOD AT ESTABLISHING GOOD INFORMATION TO KEEP AWAY FROM VIOLATIONS. THE INFORMATION PROVIDED JUST DIDN'T HELP AND THE DISC IS REALLY HARD TO UNDERSTAND.

IT WAS JUST TIME.

IT WASN'T OVERWHELMINGLY GREAT, BUT THERE IS A DIFFERENCE BETWEEN VERY SATISFIED AND SOMEWHAT SATISFIED. VERY SATISFIED WOULD BE, LIKE, ELATED, WHICH I WAS NOT. I WAS JUST SATISFIED, LIKE WHEN I'VE FINISHED A MEAL.

Q4A- What in particular did you find unsatisfactory?

IT WASN'T UNSATISFACTORY. HE WAS JUST IN CIVILIAN CLOTHES.

HE KEPT ON SMOKING CIGARS BUT OTHERWISE IT WAS A GOOD CONSULT.

ONE OF THE FELLOWS TRIED TO COME ACROSS AS A GOOD OLD BOY AND I DON'T FIND THAT PROFESSIONAL. I WOULD EXPECT TO FIND THAT SOMEWHERE ELSE, BUT IT'S NOT PROFESSIONAL.

THE CERTAIN INSPECTOR I HAD OUT THERE WAS SMOKING A LOT. HE SAT THERE AND SMOKED RIGHT IN MY JOB SHACK.

SHE TOOK TOO LONG TO GET TO THE HEART OF THE PROBLEM.

Q7A- What specifically was helpful? Or Why do you say that?

AT THE ENVIRONMENTAL ISSUES CONSULTATION, TESTS WERE DONE AND A DETAILED REPORT WAS PROVIDED TO US WHICH WAS HELPFUL ON IDENTIFYING ISSUES. AT THE FALL PROTECTIONS CONSULTATION, THEY WERE UNABLE TO GIVE US ANY REASONABLE SOLUTIONS TO OUR CONCERNS.

JUST CONCERNING ERGONOMICS. CONCERNING THE ROTATION POLICIES.

WORK SITE EVALUATION.

THEIR OBSERVATIONS OF SPECIFIC JOB POSITIONS. MAINLY, THEY WERE AS PERPLEXED AS WE WERE ABOUT HOW TO MEET THE OSHA RULING.

FORKLIFT AND OTHER PROGRAM SET-UPS.

THE VISIT SHOWED THAT I HAVE COMPLIED WITH ALL L & I REGULATIONS.

THEY WERE UNREALISTIC.

THE DISC WAS THE OVERALL PROBLEM.

BECAUSE I HAD TO FIRE THE EMPLOYEE, IT DID NOT HELP ANYBODY.

IT DIDN'T PERTAIN TO OUR OPERATION.

THE ACTUAL TEST RESULTS OF THE AIR TESTS BACKED UP MY THOUGHTS THAT THERE WAS NOTHING HARMFUL BEING PRODUCED IN THE LAB.

MEANS OF METHODS.

THEIR RECOMMENDATIONS ON THIS IS THE RULE AND HERE ARE SOME OPTIONS THAT YOU CAN APPLY TO CORRECT THE PROBLEMS. THEY HELPED YOU SOLVE THE PROBLEM. THEY WOULD SHOW THE MOST COST EFFECTIVE AND EFFICIENT WAY TO TAKE CARE OF IT YOURSELF . I TRY TO DO EVERYTHING 'IN HOUSE,' AND THEY HAD A LOT OF GOOD IDEAS AND INPUT ON HOW DO IT. THEY WERE GENUINELY PERSONAL, AND THEY CARED.

MADE SURE I WENT TO MY WRITTEN PROGRAM AND POINTED OUT A COUPLE OF MODERN POSITIONS.

HE POINTED OUT THINGS LIKE LITTLE, MINOR THINGS TO KNOW.

THERE WERE SOME SAFETY ISSUES THAT WERE ADDRESSED THAT PROBABLY WOULD NOT HAVE BEEN. THERE WERE SOME RECOMMENDATIONS THAT I FELT WERE SOMEWHAT FRIVOLOUS, AND THEY COULDN'T TELL YOU EXACTLY WHAT THAT WAS. WE TRY TO BE AS SAFE AND COMPLIANT AS POSSIBLE. SPECIFICALLY, THE EXTENDED LOADS FOR THE POWER ACTUATED TOOLS WERE REQUIRED TO BE PLACED IN A BUCKET FULL OF WATER, AS OPPOSED TO A BOX SEPARATE FROM EVERYTHING ELSE. TO ME, THAT WAS SEMI-FRIVOLOUS. A GOOD POLICY, BUT AT THE SAME TIME, NOT ENTIRELY NECESSARY IN MOST CASES. IN A LOT OF CASES, AS FAR AS GETTING ACCESS TO WATER, AND ACCESS TO A BUCKET IS NOT THE EASIEST THING TO DO ON A JOB SITE AT THE BEGINNING OF A JOB WHEN THERE'S REALLY NOTHING AVAILABLE.

IT HELPS ME TO SPOT THINGS IN ADVANCE AND TUNE THE SUB CONTACTORS TOWARD THE SAFETY ISSUES OF THE JOB.

Q9- What comments or suggestions do you have to improve the consultation process?

I GUESS I DON'T HAVE ANY SUGGESTIONS, EXCEPT THAT I DON'T THINK MANY PEOPLE KNOW THAT THIS SERVICE IS AVAILABLE.

MAKE IT MORE KNOWN THAT PEOPLE CAN HAVE ONE.

THEY NEED TO KEEP THEIR WORD.

REWRITE THE LAWS TO MAKE THEM MORE REASONABLE AND EASIER TO COMPLY WITH.

IF THE CONSULTANTS BASE THEIR RECOMMENDATIONS TO THE SCIENTIFIC EVIDENCE.

GET INTO OUR REGULAR FOR OVERTIME.

WE ALL WANT TO KNOW, BOTTOM LINE, WHAT DO WE NEED TO DO? I LIKED THIS GUY, BUT HE GOT OFF ON ONE PART OF THE LAW THAT WE HAD TO KNOW, BUT I WANTED THE BOTTOM LINE. WHAT DO WE NEED TO KNOW TO COMPLY WITH THE LAW? BUT HE HAD THIS MESSAGE AND HE DOESN'T NECESSARILY MEET THE NEEDS OF THE CONTRACTOR.

THE TIME LINE FOR COMPLIANCE WAS SHORTER THAN PREFERRED.

IF I HAVE EMPLOYEES, ARE THERE ANY CLASSES AND THAT L & I CAN PROVIDE?

IT WAS QUITE A LARGE PACKET OF PAPERWORK HE SENT ME AFTER HE LEFT, WHICH I DIDN'T EXPECT. IF THE STATE COULD MINIMIZE THE AMOUNT OF PAPERWORK THAT I HAD TO DO AFTER THE CONSULTATION, THAT WOULD BE SOMETHING THAT I WOULD APPRECIATE. THAT WOULD BE MY SUGGESTION.

CHANGE THE RULES THAT THEY HAVE TO CONSULT UNDER . VERY UNFRIENDLY TO BUSINESSES AND CONSEQUENTLY TO THE EMPLOYEES THEMSELVES. THEY'RE DRIVING AN UNDERGROUND MARKET.

ADVERTISE THE SERVICE MORE TO LET PEOPLE KNOW THAT IT'S AVAILABLE. IT'S A PAINLESS WAY TO TELL PEOPLE HOW TO GET INTO COMPLIANCE.

I'M CONCERNED WITH CONFIDENTIALITY. I DON'T LIKE THE FACT THAT WE'RE PUSHING TO HAVE THE CONSULTATION DATA RELEASED.

FORMATTING. COMBINING THE REPORTS.

THE WAIT TIME ON THE PHONE.

SHOULD BE TOTALLY REMOVED AND SHOULD BE CONFIDENTIAL AND TOTALLY SEPARATED.

THE CLARIFICATION AND APPLICATION OF SAFETY NEEDS TO BE CLARIFIED. THE SAFETY STUFF IN THE FIELD.

MAKE THEIR BUSINESS MORE READILY KNOWN TO THE BUSINESS OWNER, AND WHAT THEY CAN DO FOR THE SMALL BUSINESS OWNER. LITERATURE, FLIERS, AND EMAILS. L&I COULD DO MORE TO INFORM AND UPDATE BUSINESS OWNERS.

JUST CLEAR UP THE LINES OF COMMUNICATION.

MY ONLY CONCERN IS THAT THERE IS THE POSSIBILITY THAT CONSULTATIONS WILL NO LONGER BE CONFIDENTIAL. THAT IT WILL BE AVAILABLE TO THE PUBLIC.

WHEN I FIRST STARTED USING IT, I DIDN'T KNOW WHO TO TALK TO. NOW, THEY GIVE ME PEOPLE I CAN DIRECTLY TALK TO. I THINK SOME BETTER COMMUNICATION OF WHO TO TALK TO FOR FIRST TIME USERS WOULD BE A GOOD THING. WHEN SOMEONE CALLS ASKING FOR A CONSULTANT, IF THERE IS NO CONSULTANT AVAILABLE, UNDER NO CIRCUMSTANCES TRANSFER THEM TO A COMPLIANCE OFFICER, BECAUSE OUR OWNER'S QUESTION WAS "DO WE HAVE TO REPORT IT?" A CONSULTANT WOULD HAVE SAID YOU DON'T HAVE TO REPORT IT UNLESS IT'S 2 OR MORE PERSONS BEING SENT TO THE HOSPITAL OR THERE IS A DEATH. THE COMPLIANCE OFFICER ASKS WHAT HAPPENED AND SOMEONE SAYS, "WE HAD A WALL COLLAPSE AND THERE WAS AN INJURY" AND HE SAYS HE'LL COME RIGHT DOWN AND INVESTIGATE IT. WE WOULD NEVER HAVE TALKED TO A COMPLIANCE OFFICER ABOUT THAT. THE COMPLIANCE OFFICER DID HIS JOB, BUT WE WOULD NEVER TALK TO HIM ON PURPOSE.

I'D SUGGEST THAT THE CONSULTANTS ATTEND SOME OF THE HEARINGS WHEN SOMEONE IS CITED TO SEE WHETHER THEIR ADVICE IS REAL WORLD BECAUSE THERE'S A GAP BETWEEN WHAT THEY'RE SAYING AND WHAT'S REAL WORLD. HE THOUGHT WHAT WE HAD WAS SUFFICIENT BUT THE APPEALS COURT SAID IT WASN'T. I WENT IN CONFIDENT THAT I WAS RIGHT WHEN I WENT IN, BUT I GOT MACHINE GUNNED DOWN. I THINK ANY NEW CONTRACTOR WITHIN THE STATE OF WASHINGTON SHOULD BE ASSIGNED A CONSULTANT WITHIN A SHORT PERIOD OF TIME AFTER GETTING THEIR LICENSE SO THEY CAN SEE IF THEY'RE ON THE RIGHT PATH.

I WOULD LIKE TO SEE IT CONTINUE AND I HOPE IT CONTINUES TO EXIST. MORE IN-DEPTH INSPECTIONS, AND CHECKING OF DOCUMENTATION. RETIREMENT.

MORE ACCESS TO LITERATURE.

I THINK THAT THEY SHOULD HAVE REPRESENTATION FROM SMALLER COMPANIES AND PROVIDE BETTER SERVICES FOR MANUALS AND INFORMATION.

THE FOLLOW UP ONE MONTH LATER WAS EVEN MORE HELPFUL. HE REMEMBERED US, AND EXPLAINED WHAT THE PAPERWORK WAS VAGUELY ABOUT. I THINK THEY'RE VERY PROFESSIONAL AND COMPLETE. I THINK THAT THESE CONSULTATIONS ARE A LOT BETTER THAN HAVING A CODE COMPLIANCE OFFICER COME FINE YOU. THE CONSULTATIONS ARE VERY INFORMATIVE. THEY BRIDGE THE GAP BETWEEN JUST A FINE AND HAVING A COP COME GIVE YOU A TICKET INSTEAD OF A WARNING. CODE COMPLIANCE OFFICERS BRIDGE THAT GAP. THEY'RE CONCERNED MORE ABOUT SAFETY THAN MAKING MONEY. THEY WANT TO BE SURE THAT YOU'RE AWARE OF THE LAW.

BECOME MORE FAMILIAR WITH THE ORGANIZATION THAT YOU'RE GOING TO VISIT.

HE WAS JUST OUT THERE CHECKING ON STUFF AND HE COULD HAVE SPENT A LITTLE MORE TIME CHECKING UP ON STUFF AND REALLY GETTING INTO THE DETAILS OF THE SAFETY PROGRAMS AND THINGS LIKE THAT.

DO IT ON SITE.

SPEND MORE TIME WITH THE CLIENT.

THERE ARE SO MANY RULES AND WE CAN'T COMPLY WITH THEM ALL, ALL OF THE TIME. IT MAKES IT HARD TO COMPLY ALL THE TIME WITH SO MANY RULES.

EDUCATE THE PEOPLE.

THAT THE L&I COMMUNICATES WITH THE WISHA PROGRAM, SO THAT WHEN PEOPLE COME IN, THEY KNOW WHAT NEEDS TO BE DONE. WHAT HAD HAPPENED WAS THAT I WAS UNAWARE OF CERTAIN REQUIREMENTS THAT YOU HAD TO DO, AND I ASKED, "WELL WHY WASN'T I TOLD THAT WHEN I CAME IN AND TALKED TO YOU GUYS?" AND THEY TOLD ME THAT THIS DEPARTMENT AND THIS DEPARTMENT DON'T TALK WITH EACH OTHER. THEY DON'T COMMUNICATE. AND IT WAS THE L&I WISHA PROGRAM, AND THE ONES THAT DO. THE ONES THAT HANDLE THE ASBESTOS.

IT WAS NOT RESULT ORIENTED. JUST FOLLOWING THE RULES.

WISHA NEEDS TO ADAPT SOME RULES TO FIT THE INDUSTRY A LITTLE BIT.

PASS OUT CARDS WHEN THEY GIVE US A CONSULTATION. I GUESS PASS OUT CARDS SO WE CAN FILL THEM OUT AND MAIL THEM IN INSTEAD OF HAVING LONG PHONE CONVERSATIONS WITH CONSULTANTS.

THEY NEED TO BE MORE HELPFUL RATHER THAN TO BE A HAMMER.

I JUST THINK THAT THEY WERE COMING FOR THEIR JOB SECURITY. BASICALLY, THEY WERE TRYING TO BE NEEDED.

I GUESS IT WOULD PROBABLY BE TO FOREWARN THE COMPANIES THAT YOU'RE GOING INTO THAT THEY MAY HAVE A LOT OF PAPERWORK IN FRONT OF THEM. I DIDN'T KNOW HOW MUCH WE WOULD HAVE TO DO. I WAS A LITTLE OVERWHELMED AT FIRST, BUT HAD LESS TO WORRY ABOUT ONCE WE GOT DONE. I'M GLAD WE WERE ABLE TO DO THIS AND GET UP TO DATE. IT'S A GOOD THING FOR OUR COMPANY.

MAKE IT MORE KNOWN. I DIDN'T EVEN KNOW IT WAS AVAILABLE UNTIL SOMEONE TOLD ME ABOUT IT. IT'S A FREE SERVICE. PUBLICIZE IT!

I WOULD THINK IT WOULD BE BETTER TO MAYBE HAVE A CHECKLIST TO REVIEW RIGHT THEN AND THERE. SO THAT SOMEONE ASKING FOR CONSULTATION COULD HAVE THE AVAILABILITY TO START ON THOSE IMMEDIATELY. THE LETTER WE RECEIVED GAVE US A TIME FRAME THAT WE HAD TO GET THE THINGS DONE IN, AND THAT WAS FINE. THE TIME WAS ADEQUATE, BUT IT JUST WOULD BE NICE TO BE ABLE TO START RIGHT AWAY.

I WAS TOLD IT WAS CONFIDENTIAL AND IT WAS NOT.

KEEP THE COMPLIANCE OFFICERS OUT OF IT. BECAUSE THE COMPLIANCE OFFICERS ARE BOOK SMART, AND THEY'RE COPS. THEY JUST COME IN HERE AND START WRITING THINGS UP AND THEY FINE YOU THREE TIMES FOR THE SAME VIOLATION. THEY NEED TO HAVE SOME PERSONAL PEOPLE THAT HAVE A WORKING KNOWLEDGE, NOT JUST READ A BOOK AND KNOW THE RULES.

IF THERE WERE SAMPLE FORMS THAT CAN BE PROVIDED.

I WISH THERE COULD BE SOMEONE THAT SPEAKS SPANISH, MOST THE PEOPLE THAT WORK AT MY JOB SPEAK SPANISH.

I THINK THE CONSULTATION PROCESS IS THE APPROACH THAT NEEDS TO BE TAKEN TO WORK WITH THE COMPANIES INSTEAD OF AGAINST THEM.

HAVE THEM BE MORE PROACTIVE ABOUT FINDING THE COMPANIES WHO NEED ASSISTANCE.

A HAND OUT FOR US WOULD BE A LITTLE MORE HELPFUL.

Q10A- What in particular did you find unsatisfactory?

TAKING PICTURES OF USE DOWN THE ROAD.

THE WHOLE APPROACH.

I FELT THAT THE WISHA COMPLIANCE WAS SLANTED TOWARDS A UNION STRIKE WE WERE HAVING AT THE TIME.

UNDER THE CIRCUMSTANCES THEY CAME IN.

THE WHOLE LI SYSTEM SUCKS.

THE APPROACH OF THE INSPECTOR.

AFTER IT ALL HAD HAPPENED SOME ONE ADVISED ME THAT THEY CAN NOT COME IN AND TALK TO MY EMPLOYEES. THEY SHOULD TALK TO THE EMPLOYER. AND THEY WERE PUSHY.

I WAS BY MYSELF AT THE TIME, AND THERE WERE QUESTIONS THAT WERE ASKED THAT I WAS UNSURE OF. ALSO, WE ARE LEASING THE BUILDING FROM SOMEONE ELSE AND THERE WERE QUESTIONS THAT PERTAINED MORE TO THEM THAN TO US.

HOW THEY COME OFF AT FIRST.

THE FACT THAT THE INSPECTOR PRETTY MUCH ZEROES IN RIGHT ON FRAMERS. THEY'LL DRIVE BY OTHER SUBCONTRACTORS WHO ARE BREAKING THE LAWS OF SAFETY, AND THEY'LL COME RIGHT TO US. IT SEEMS LIKE THEY'VE GOT IT IN FOR FRAMERS. THE FACT THAT THEY WALK RIGHT BY OTHER SUBCONTRACTORS. THEY DON'T EVEN BAT AN EYE TOWARDS SIDERS THAT WOULD BE CUTTING WITHOUT EYE PROTECTIONS, OR ROOFERS THAT WOULD BE ON A ROOF WITHOUT THEIR ROPE TIED OFF, OR STUFF LIKE THAT. THEY COME RIGHT TO US, IN A HOUSE THAT NOBODY'S REALLY WORKING IN, AND ZERO IN ON ONE BOARD MISSING ON A WINDOW IN AN AREA THAT HASN'T BEEN WORKED IN. THOSE ARE JUST IDEAS FROM WHAT I COULD GATHER, NOT FACTUAL STATEMENTS. THE LAST COUPLE TIMES I WASN'T PRESENTED WITH A CARD TO TELL ME WHO IT WAS. FOR ALL I KNOW, IT COULD BE AN EMPLOYEE OF BURGER KING.

HIS VIEW WAS DIFFERENT THAN MINE. THERE WAS NO DISCUSSION ABOUT IT.

IT'S A TOUGH SITUATION REMODELING AND GOING TO THE CONTRACTOR. THE REASON THEY WERE CALLED IN IS THE ISSUE THE CONTRACTOR SHOULD HAVE DEALT WITH.

THE GUY WAS WAY OUT OF POCKET ON THE LAWS WHEN WE WERE ALREADY DOING OUR JOB AND IT COST ME A LOT OF MONEY.

WE BEING A SMALL COMPANY OF 40 EMPLOYEES, WE WEAR A LOT OF DIFFERENT SIZE HATS AND WISHA WHEN THEY COME IN, THEY ARE GOING TO FIND SOMETHING. WHEN I WENT IN FRONT OF THE BOARD THERE WAS NO LENIENCE.

YOU KNEW THEY WERE GOING TO FIND SOMETHING.

IT SEEMS LIKE THE FIRST L AND I INSPECTION I HAD, THE TWO INSPECTORS DROVE PAST THE VIOLATION, PARKED AT ANOTHER LOCATION AND WAITED TO TALK TO THE SUPERINTENDENT. THEN, THEY APPROACHED US AND GAVE US OUR CITATION. I FELT THAT IF THIS WAS TRULY LIFE THREATENING, THEY SHOULD HAVE CITED US ON THE SPOT.

IN SPECIFIC REGARD TO THE INSPECTION, WHERE THERE ARE NO VIOLATIONS FOUND THEY DO NOT ISSUE A NO VIOLATION CITATION AS OFTEN AS THEY SHOULD. I THINK THE INSPECTORS SHOULD HAVE THE AUTHORITY OR LATITUDE TO ISSUE OR NOT ISSUE A CITATION IN JOB SITE SITUATIONS.

THE FACT THAT WE WERE PUTTING ON 3 PIECES OF RIDGE.

THEY WEREN'T SURE ABOUT THE RULE THAT WAS GOING ON.

MORE THOROUGH WORK DONE AND EFFORT TO THE RESPONSE AND FOLLOW UP.

THE WAY THEY MEASURED.

I JUST FIND THE WHOLE AGENCY UNSATISFACTORY. I THINK THEY'RE OUT OF CONTROL, AND THEY'RE AN AGENCY OUT TO GENERATE REVENUE TO COVER THEIR OWN SALARIES. THEIR RATES ARE TOO HIGH FOR THE SERVICES WE GET. THEY CONDUCT UNFAIR BUSINESS PRACTICES. YOU HAVE A LIMITED APPEAL PROCESS, AND BASICALLY I FEEL THAT THEY'RE A GESTAPO AGENCY WHO ARE UNREGULATED AND OUT OF CONTROL, AS DO MOST CONTRACTORS IN EASTERN WASHINGTON THAT I KNOW.

WELL, LET'S SEE, WHAT WAS IT? I GUESS THEY WERE KIND OF SNEAKING AROUND KIND OF THING AND THEN THEY CAME BACK LATER. AND SOME OF THEIR REGULATIONS AREN'T VERY FAIR TO EVERY COMPANY. AS FAR AS BASED ON A BIGGER COMPANY OR SMALLER COMPANY. LIKE, THEY TOLD ME MY LADDERS HAD TO BE 3 FEET HIGHER AND I'M SHORT AND IT WOULD BE MORE DANGEROUS FOR ME TO HAVE AS HIGH AS THEY WANT IT.

REGARDING A TEMPORARY HAND RAIL.

THE SURPRISE ATTACK.

INSPECTORS USED THEIR POWER VERY UNFAIRLY. THEY WEREN'T REASONABLE AT ALL. P/TA

A LITTLE BIT HARD TO UNDERSTAND HIM BECAUSE HIS ENGLISH WAS NOT WELL.

THE FACT THAT I'M BEING LIED TO.

THEY WRITE YOU UP FOR WHATEVER INFRACTION YOU HAVE, THEN THEY SEND THE PAPER BACK TO THE OFFICE AND THE OFFICE DETERMINES HOW MUCH YOU HAVE TO PAY. I DON'T LIKE THAT, BECAUSE THE OFFICE DOESN'T KNOW THE SITUATION. LAST TIME I WAS WRITTEN UP, HE DIDN'T SHOW ME THE PICTURE OF THE WINDOW THAT HE WROTE ME UP FOR, AND THE WINDOW THAT HE DID TAKE A PICTURE OF WAS OVER FOUR FEET. THE STAIRS WENT UP FROM THE LANDING, AND THE WINDOW WAS RIGHT THERE. HE SAID EVERYONE HAS THE RIGHT TO DISPUTE IT, BUT THERE WERE OTHER AREAS THAT HE NOTICED, BUT DIDN'T WRITE ME UP FOR. IN CONSTRUCTION, YOU ALWAYS USE COMMON SENSE, BUT YOU DON'T ALWAYS WHIP OUT A TAPE MEASURER TO ALWAYS MAKE SURE THAT EVERY SINGLE THING IS THE RIGHT HEIGHT, OR SECURED.

Q11A- Why do you say that?

I DON'T KNOW A LOT OF THE COMPLIANCE RULES SO I CAN'T COMPARE.

CONFUSION ON THE PART OF THE INSPECTORS. THERE WERE TWO INSPECTORS, AND BOTH GAVE DIFFERENT VERSIONS OF WHAT WE NEED TO DO. FOR MACHINE GUARDING, ONE INSPECTOR SAID WE HAD TO PUT ADDITIONAL GUARDS ON IT AND THE OTHER SAID WE DIDN'T NEED TO.

HE KNEW A LITTLE BIT. A LOT OF IT WAS HOW IT WAS INTERPRETED A LOT OF TIMES IT'S VAGUE.

THERE COULD HAVE BEEN A LITTLE BIT MORE INFORMATION SHARED UP FRONT.

BECAUSE IT WAS SUBJECT TO HIS INTERPRETATION. AT THE START OF THE INTERVIEW HE SAID 'NOW YOU CAN EITHER LET ME IN THE FACILITY NOW, OR I AM GOING TO COME BACK HERE AND THE LAST PERSON THAT TURNED ME AWAY, I WROTE THEM UP SO LONG, AND SO HARD, THAT HE'S STILL TRYING TO DIG THEIR WAY OUT.'" EVEN THOUGH IT WASN'T CONVENIENT FOR US, WE WERE THREATENED TO LET HIM INTO OUR FACILITY. WE WILL NOT DO IT AGAIN.

ONE OF THEM DIDN'T KNOW THE STUFF SHE WAS TO INSPECT. SHE DIDN'T UNDERSTAND FULLY EITHER THE LAWS OR THE CODE OR WHATEVER AND THEY HAD TO GO BACK AND CHECK ON IT. IN MY MIND, SHE SHOULD HAVE KNOWN RIGHT AWAY WHAT IT SHOULD BE. OTHER THAN THE FACT THAT I WAS TOLD ONE THING AND IT WAS NOT THE CASE. WE HAD ONE ISSUE WE NEEDED TO GET RESOLVED WHICH WE DID, AND WE WERE TOLD THAT IF WE RESOLVED IT THERE WOULD BE NO MONETARY PENALTY, BUT THERE WAS ONE.

THERE IS ALWAYS INTERPRETATION.

ON ONE OF THE VISITS, THERE WERE SEVERAL CONSULTATIONS TO FIGURE OUT WHAT LEVEL OF COMPLIANCE WE HAD. ONE WAS VERY KNOWLEDGEABLE AND ONE WAS NOT QUITE EXPERIENCED.

SOME INSPECTORS KNOW THEIR STUFF AND SOME DON'T, AND THAT MAKES IT A LITTLE TOUGH.

THE GUY HAD TO WRITE A TICKET, SO HE CAME IN HERE AND WROTE A TICKET FOR SOMETHING THAT DIDN'T HAVE A MONETARY CITATION THAT HE DIDN'T EVEN SEE. THEY DIDN'T EVEN TALK TO ME ABOUT WHAT HE WROTE A TICKET FOR. THE TICKET HAD NO MONETARY PENALTY, I COMPLIED WITH IT AND SENT BACK A NOTE OF COMPLIANCE.

IF WE HAD ANY QUESTIONS, HE SEEMED TO BE ABLE TO ANSWER THEM. THEIR INSPECTORS.

IF YOU ARE GOING TO ENFORCE THE SAFETY STANDARD IT SHOULD BE A LEVEL PLAYING FIELD. I THINK THE INSPECTORS ONLY KEY IN ON SOME OF THE RULES AND THEY ARE BIASED TOWARD SOME CONSTRUCTION INDUSTRIES AND OTHERS.

SHE'S INCOMPETENT. SHE'S IGNORANT. SHE DOESN'T KNOW HER OWN RULES AND SHE CAN'T FIND THEM IN THE MANUAL. SHE'S VINDICTIVE AND SHE SHOULD BE FIRED.

SHE SEEMED TO KNOW WHAT SHE WAS DOING. BECAUSE SHE SHOULD HAVE BEEN ABLE TO TELL THAT WE DIDN'T HAVE AN AIR QUALITY PROBLEM. WHEN SHE FINALLY DID AN AIR QUALITY TEST, IT DIDN'T SHOW ANYTHING.

BECAUSE OF THE DETERMINATION. IT SEEMED THAT THE RULES OF THE BOOK SEEM TO BE TAKEN OUT OF CONTEXT.

BECAUSE HE HAD TOLD ME I HAD BROKEN A RULE. THEN LATER I FOUND OUT I HAD NOT WHEN HE LOOKED INTO IT.

HE WAS NEW.

WHAT THEY HAD ON THE SITE CHANGED WHEN THEY WENT TO THE OFFICE.

SHE WAS KNOWLEDGEABLE.

INSPECTOR HAD TO BE TAUGHT ABOUT EVERYTHING SHE WAS LOOKING AT. SO BOTH THE SUPERVISOR AND THE INSPECTION LADY HAD NO BUSINESS BEING THERE.

SHE SEEMED TO KNOW WHAT SHE WAS TALKING ABOUT, BUT I DON'T KNOW EVERYTHING, SO I DON'T KNOW HOW TO COMPARE.

BECAUSE IN ASKING HIM FOR CLARIFICATION AND JUSTIFICATION, HE COULD NOT GIVE IT TO ME. THE THINGS HE WAS TELLING ME WERE OPPOSITE OF WHAT THE WISHA WEBSITE HAS.

HE DIDN'T KNOW WHAT HE WAS TALKING ABOUT.

BECAUSE ONE INSPECTOR DIDN'T UNDERSTAND WHAT WAS REQUIRED WHICH NECESSITATED A SECOND INSPECTOR TO COME AND TELL US IT WASN'T A PROBLEM. THIS WAS A WASTE OF TIME.

IT SEEMS LIKE THEY DIDN'T KNOW WHAT THEY WERE DOING.

BECAUSE THEY DON'T WORK WITH YOU. THEY WORK OUT THERE TO WRITE TICKETS, PERIOD. THEY'RE NOT OUT THERE TO GET TO KNOW YOU, TALK TO YOU. IT'S NOT LIKE THAT. IT JUST SEEMS TO ME THAT THEY JUST WANT TO FIND ANYTHING AND EVERYTHING JUST TO WRITE YOU A TICKET.

DUE TO THE FACT THAT THE INSPECTOR WAS NOT DEALING WITH THE ISSUE THAT WAS ON HAND.

I THINK THEY ARE HIGH HANDED. THEY'RE HOLDING ALL THE CARDS AND YOU'VE GOT NOTHING. INSTEAD OF BEING THERE TO HELP, THEY'RE THERE TO DO AN INSPECTION AND COLLECT A FINE. I THINK SOME OF THE STUFF THEY DO IS PETTY, BUT OF COURSE THEY HAVE REGULATIONS.

THE INDIVIDUAL WAS BRAND NEW.

ONE OF THE GUYS WASN'T VERY KNOWLEDGEABLE.

HE ACTUALLY WAS NEW.

THE COMPLIANCES THAT SHE MADE US DO. SHE DIDN'T EVEN KNOW WHAT HER OWN REGULATIONS WERE, THEN HER SUPERVISOR CHANGED THEM AT THE HEARING. THE COMPLIANCES THAT SHE SAID WE NEEDED TO CONFORM TO, WERE NOT WHAT HER SUPERVISOR SAID THEY SHOULD BE, SO THEY RAISED THE FINES. THEY WERE JUST INDUSTRY STANDARDS DEALING WITH LEAD-BASED PAINT.

WHEN I LOOKED UP THE CITATIONS THEY HANDED OUT, THE CITATIONS WERE PAST DATE AND NOT IN THE BOOKS ANYMORE.

WHEN THEY WALKED INTO MY FRONT DOOR AND TOLD ME THAT THEY DON'T DO APPOINTMENTS THEY JUST DO WALK INS. I TOLD THEM THAT WE WERE VERY BUSY. THEY TOLD ME IF I DID NOT LET THEM WALK THROUGH THEY WERE GOING TO GET A COURT ORDER. EVERYTHING THAT I HAD TO DEAL WITH THEM ABOUT IS UNSATISFACTORY. I AM SO UNHAPPY WITH THEM I PONDERED SHUTTING DOWN MY BUSINESS. WHEN THESE TWO CHARACTERS CAME THROUGH MY DOOR I KICKED THEM OUT. THE NEXT MORNING THEY DID A WALK THROUGH, AND I GOT SO UPSET I WENT TO THE OFFICE IN YAKIMA AND SPOKE WITH THEIR MANAGER AND TOLD HIM I DID NOT LIKE HOW I WAS TREATED AND HE TOLD ME TO DEAL WITH IT. DUE TO THIS. HERE I AM IN MY OWN OFFICE AND THEY BARGE IN TELLING ME THEY ARE GOING TO DO A WALK THROUGH, AND THEY DON'T MAKE APPOINTMENTS.

ONE OF THE GUYS WAS VERY KNOWLEDGEABLE BUT THE OTHER GUY THAT CAME ALONG WAS KIND OF POWER TRIPPING AND LIKES TO THROW HIS WEIGHT AROUND AND DIDN'T REALLY SEEM TO KNOW MUCH OF ANYTHING AT ALL.

THEY INSPECTED MACHINES THEY WERE FAMILIAR WITH AND PASSED THROUGH THE ONE THEY WEREN'T FAMILIAR ON.

HE WAS NOT SURE ABOUT SOME THINGS.

I THINK SHE HAD KNOWLEDGE BUT LACKED HONESTY.

BECAUSE THEY'RE ASKED TO KNOW TOO MUCH ABOUT TOO MANY COMPANIES. THEY'RE SPREAD TOO THIN, WHICH IS UNAVOIDABLE. IT'S NOT ANYTHING WRONG, IT JUST HAPPENS. YOU CAN TELL THAT THEY'RE NOT TOTALLY KNOWLEDGEABLE ABOUT OUR EQUIPMENT AND THE WAY IT FUNCTIONS. IT'S NOT A BAD THING, IT'S JUST THAT YOU CAN'T EXPECT ONE MAN TO BE KNOWLEDGEABLE ABOUT EVERY INDUSTRY THAT HE GOES INTO.

BECAUSE I NEVER GIVE A VERY SATISFIED. NOTHING CAN EVER BE A 'VERY'. IN ANY SURVEY, YOU CANNOT GIVE A VERY SATISFIED ON ANYTHING. VERY SATISFIED TO ME MEANS THAT IT IS PERFECT, AND NOTHING IN THIS WORLD IS PERFECT. INDIVIDUALS DO NOT HAVE THE CAPABILITY OF BEING KNOWLEDGEABLE IN ALL FACETS OF ANY AREA. NONE OF US ARE PERFECT. THE INDIVIDUAL DID A GOOD JOB, WITHIN THE MEANS OF THEIR TRAINING. THEY WERE VERY COOPERATIVE, AND MOST IMPORTANTLY, THEY WORKED WITH US IN A PROFESSIONAL MANNER.

Q15A- What information was it particularly difficult to obtain?

IT WAS JUST KIND OF UNCLEAR ABOUT SOME OF THE ISSUES ABOUT WHAT I, MYSELF, NEED TO FOLLOW WITH WISHA COMPLIANCE AND WHETHER I'M PAYING LI ON MYSELF AND IF WE COULD BE FINED OR NOT. HE DIDN'T REALLY GIVE US A STRAIGHT ANSWER EITHER WAY. IT'S ALL AN ISSUE WITH ME AND NOTHING GETTING PASSED DOWN TO ANY GENERAL CONTRACTORS THAT ARE ATTACHED TO ME. I KNOW THEY'VE DONE THAT IN THE PAST. I'VE BEEN THERE WHEN THEY'VE FINED THE GENERAL CONTRACTORS AND FINED THE MAN RUNNING THE PROJECT.

I DON'T FEEL THAT ONE OF GUYS WAS USING COMMON SENSE.

SHE HAD NO KNOWLEDGE OF HER OWN JOB. SHE'S INCOMPETENT. SHE HAS A BAD ATTITUDE AND SHE'S ARROGANT.

EXACTLY HOW MUCH THE FINE WAS GOING TO BE.

REQUIREMENTS FOR A SAFETY HANDBOOK.

HE DIRECTED ME TO THE WEBSITE AND ONCE I GOT THERE, IT WAS DIFFICULT TO NAVIGATE.

JUST GOOD FEED BACK ON HOW TO GO FORWARD ON CORRECTING SOME OF THE ISSUES WITH OUT DEALING WITH VIOLATIONS. CREATING A BETTER WORK ENVIRONMENT WITH OUT THE YOU'RE WRONG AND I'M RIGHT ATTITUDE.

WE FOUND SOME TECHNICAL STUFF WITH THE ELECTRICAL WIRING, WHETHER IT WAS GROUNDED OR WHAT NOT.

JUST SOME SMALL THINGS ABOUT SAFETY.

WE WERE ALWAYS TOLD TO REFER TO THE WEBSITE. WE HAD TO PICK THROUGH TOO MUCH STUFF.

HER CREDENTIALS. HER KNOWLEDGE FOR THE SITE (SAW MILL), HER NAME, HER ID .

SHE GAVE ME A WEBSITE BUT DIDN'T SAY WHERE TO LOOK AND I DIDN'T KNOW WHAT I WAS LOOKING FOR. WHEN I CALLED HER ASKING WHERE TO GO ON THE WEBSITE SHE SAID "JUST LOOK."

IN MY PARTICULAR INSTANCE, I ASKED IF THERE WAS GOING TO BE A MONETARY PENALTY FOR THE VIOLATIONS FOUND ON SITE AND HE REFUSED TO ANSWER MY QUESTIONS. SIX MONTHS LATER, I RECEIVED FINES IN THE MAIL. THERE WERE EXTREME MONETARY PENALTIES ASSOCIATED WITH THESE MINOR CITATIONS. I DON'T HAVE ANY PROBLEMS WITH THE GUY. EVERYTHING THE GUY WROTE ME UP ON, I DESERVED THEM. WHETHER OR NOT I DESERVE A MONETARY FINE REMAINS TO BE SEEN.

WHY DID SHE DO WHAT SHE DID? SHE TELLS ME ONE THING AND ANOTHER BEHIND MY BACK.

Q16A- Why do you say that?

BECAUSE HE WAS WRONG. THE SUBSEQUENT OVERTURNING BY HIS SUPERVISOR, AND HIS INTERPRETATION OF THE LAWS WAS INCORRECT AND INACCURATE.

BECAUSE WE ARE IN COMPLIANCE WITH EVERYTHING AND I THINK THAT THE FINE WAS RIDICULOUS.

IT COST ME A LOT OF MONEY.

I WASN'T REALLY IN THE MOOD TO REALLY LISTEN TO WHAT HE HAD TO SAY.

I AM ALREADY TRAINED ON WHAT TO DO AND ALREADY KNOW THE CODES, IT WAS LIKE A PARENT YELLING AT US THAT OVER STAYED HIS WELCOME.

BECAUSE I KNEW WHAT I WAS DOING, AND THE PERSON THAT CAME OUT DID NOT KNOW WHAT THEY WERE TALKING ABOUT. THEIR KNOWLEDGE ON CONSTRUCTION AND THE WAY WALLS GO UP. LIKE THEY'VE DONE IT BEFORE, AND THEY HAVEN'T AND THE ONES THAT HAVE DONE IT, PROBABLY WEREN'T GOOD AT IT AT ALL, AND THEY PROBABLY GOT SCREAMED AT A LOT.

WE PUT IT IN A DRAWER AND FORGOT ABOUT IT, THEN GOT FINED FOR NOT FILLING IT OUT. OTHERWISE, IT WOULD HAVE BEEN VERY HELPFUL. AFTER THE FINE, HE HAD EVERYTHING THERE IN ORDER FOR US. HE WANTED US TO COMPLY, BECAUSE HE WAS A DECENT GUY. SOME THAT COME DOWN WANT TO TRAP YOU. OTHERS WANT TO HELP YOU, BUT HAVE TO FINE YOU.

BECAUSE WE HAD TO GO TO HER SUPERVISOR.

THEY TOLD ME TO GET AN EYEWASH, WHEN I HAD A SHOWER THAT WORKS BETTER THAN AN EYEWASH.

BECAUSE I KNEW EVERYTHING. WE'RE TRAINED TO KNOW EVERYTHING HE KNOWS. I DON'T KNOW WHETHER IT'S EQUAL OR SUPERIOR TO HIS OWN TRAINING. I KNOW THAT I WAS TRAINED IN ALL THE SAFETY THINGS THAT APPLY, AND HE MAY BE BETTER TRAINED THAN I AM, BUT I KNOW WHAT IS A VIOLATION, AND WHAT ISN'T.

Q18- What comments or suggestions do you have to improve the inspection process?

HAVE A STANDARDIZED "THIS IS WHAT NEEDS TO BE DONE" INSTEAD OF A YOU CAN DO IT THIS WAY OR THIS WAY. JUST BOUNCING AROUND BETWEEN DIFFERENT PEOPLE WITH DIFFERENT INTERPRETATIONS OF THE WAC.

WHEN THEY HAVE MULTIPLE INSPECTORS, TO HAVE THEM KIND OF HAVE A GAME PLAN PRIOR TO COMING IN. TO PRESENT THEIR OPINIONS WITH ONE VOICE, INSTEAD OF DISSENT. IF THEY'RE GOING TO HAVE DIFFERENT OPINIONS, THEN THEY SHOULD HAVE A HUDDLE SESSION, AND PRESENT ONE OPINION TO THE EMPLOYER, INSTEAD OF HAVING CONFLICTING OPINIONS. WHEN THEY'RE TRYING TO DETERMINE AN INFRACTION. FOR ONE INSPECTOR TO SAY THERE'S NO INFRACTION, AND ONE TO SAY THERE IS, IT IS CONFUSING FOR THE EMPLOYER AS FAR AS WHO'S ADVICE WE'RE SUPPOSED TO FOLLOW.

THE INSPECTORS SHOULD BE ABLE TO SPEAK FLUENT ENGLISH. THEY SHOULD BE ABLE TO CONVEY THEIR THOUGHTS AND OBSERVATIONS IN AN UNDERSTANDABLE MANNER. THEY COULD BE THE SMARTEST PERSON IN THE WORLD, BUT IF I CAN'T UNDERSTAND THEM, IT DOESN'T MEAN SQUAT.

MAYBE TO BE GIVEN SOMETHING IN WRITING LIKE A LISTING OF EVERYTHING, JUST SO THE INDIVIDUAL DOESN'T FORGET WHAT NEEDS TO BE DONE.

MY OPINION IS THAT THE STATE SHOULD LEAVE US ALONE AND LET US DO OUR JOB.

TURN IT OVER TO THE PRIVATE SECTOR.

A LITTLE MORE UNIFORMITY BETWEEN THE AGENTS AS TO WHAT THEY REQUIRE.

SHE NEEDS TO LOOK AT THE JOB SITE AS A WHOLE, RATHER THAN ZEROING IN ON ONE SUBCONTRACTOR, GETTING IN THE CAR, AND GOING HOME.

WHAT THEY NEED TO DO IS GET A PANEL OF CONTRACTORS BEFORE THEY START VIEWING THE RESIDENTIAL MARKET. ALL IT'S GOING TO DO IS MAKE THE COST OF HOUSING GO UP.

THEY SHOULD BE CONSISTENT WITH EACH INSPECTOR.

MAKE THE BOOK A LITTLE EASIER TO UNDERSTAND. YOU KNOW, MAKE THE LAWS A LITTLE EASIER.

GET RID OF THE PROCESS ALTOGETHER. I OWN THIS THING. MY WHOLE LIFE IS INVOLVED HERE, AND I HAVE TO MAKE SURE THAT IT'S A SAFE PLACE TO WORK, BECAUSE IT'S MY LIVELIHOOD. I GOT INSPECTED THE FIRST TIME I CAME OUT HERE FROM THE LOCAL FIRE DEPARTMENT. I GOT A LETTER BACK FROM THE FIRE CHIEF THANKING ME FOR BEING COURTEOUS TO HIS EMPLOYEES. THAT'S UNHEARD OF IN SEATTLE.

WHEN THERE IS A RULE CHANGES MAYBE THEY SHOULD OBTAIN A NEW GUIDE BOOK.

I WISH IT WOULD BE EASIER TO GET MORE INFORMATION PRIOR TO AN INSPECTION. THANK YOU!

A CD ROM FOR OUR SAFETY PROGRAMS AND TO FIND INFORMATION WHEN I HAVE A CONCERN. IT'S HARD TO EXPLORE THE WEBSITE.

MAKE SURE ALL THE INSPECTORS ARE CONSISTENT.

THEY SHOULD HAVE SOME WRITTEN MATERIAL THAT THE PERSON COULD BE GIVEN AT THAT TIME, THAT THE GUYS COULD GIVE OUT.

TRY TO HURRY UP AND GET DONE SO I CAN GET BACK TO WORK.

IF THEY PAID FOR OUR TIME, THAT WOULD BE GREAT.

I'D JUST SAY SEND MORE THAN ONE OR TWO GUYS TO THE JOB SITE. BY THE TIME THEY'VE STOPPED BY THE FIRST SITE, EVERYONE ELSE HAS CLEANED UP THEIR ACT. BECAUSE WHEN THEY ROLL INTO A JOB SITE, THEY'RE UNDERSTAFFED AND THEY CAN ONLY DO ONE SITE AT A TIME, AND EVERYONE ELSE ON THE PLAT CAN SEE THAT ONE SITE IS BEING INSPECTED, SO THEY LEAVE THEIR SITES.

IF THE AUDITOR ASKED PROBING QUESTIONS. NO RANDOM INSPECTIONS. CALL BEFORE HAND.

QUICK COURTESY CALLS BEFORE YOU COME DOWN. SOMETIMES THERE ARE THINGS LEFT OUT OF PLACE, BUT THAT'S WHY YOU GUYS ARE THERE.

THE ONLY THING I DON'T LIKE IS WHEN THEY POP IN AND STOP WORK. THAT, I DISAPPROVE OF.

IF THEY HAD A FLYER THAT WOULD GIVE EMPLOYERS A WEBSITE FOR INFORMATION ON CONSULTATIONS OR INSPECTIONS, OR HAVE A PERSON THAT CAN WALK YOU THROUGH IT.

TAKE THEM OFF MY JOB SITE.

SHUT THE WHOLE THING DOWN AND STOP WASTING THE TAX PAYER DOLLARS.

RETURN CALLS PROMPTLY OR ANSWER THE PHONE.

LET US KNOW A LITTLE TIME AHEAD THAT HE'S COMING SO IT DOESN'T INTERRUPT MY DAY WITH CUSTOMERS.

INSPECTIONS SHOULD BE GENERATED IN A MATTER ACCORDING TO CLAIMS. IF A COMPANY HAS A CERTAIN AMOUNT OF LI CLAIMS, THEY SHOULD BE THE ONES MONITORED CLOSELY INSTEAD OF OUR LITTLE GENERAL CONTRACTOR BUSINESSES. THE SAFETY MANUALS ARE SO BIG, I'D LIKE TO SEE THEM SIMPLIFIED TO MAKE IT EASIER FOR EMPLOYERS AND SUB-CONTRACTORS.

STOP MAKING IT AS ADVERSARIAL A SITUATION AS IT IS, BECAUSE THEY FINE US BEFORE THEY GIVE US A CHANCE TO FIX SOMETHING. HERE'S WHAT THEY DO: THEY SNEAK UPON YOU AND THEY TAKE PICTURES, THEN THEY COME IN AND THEY SAY "GOTCHA". THEY ACT AS IF THEY'RE TRYING TO BE HELPFUL, AFTER THEY'VE FINED YOU ALREADY, AND TELL YOU WHAT THEY THINK YOU SHOULD DO. WHAT THEY SHOULD DO, IS THEY SHOULD WALK ON, AND NOT SNEAK ON THE JOB, TALK TO YOU ABOUT WHAT THEY SEE THAT'S WRONG, AND THEN GIVE YOU A CHANCE TO FIX IT. IF THEY SEE THAT IT'S WRONG A SECOND TIME, THEN THEY FINE YOU, UNLESS YOU'RE DEALING WITH SOMETHING THAT'S OBVIOUSLY A LIFE-THREATENING SITUATION. GO AFTER THE RESIDENTIAL GUYS TOO. RESIDENTIAL CONTRACTORS NEVER GET INSPECTED, AND THEY BREAK EVERY RULE IN THE BOOK, AND THEY NEVER GET FINED. THE COMMERCIAL GUYS SPEND 20 TIMES AS MUCH TIME TRYING TO COMPLY WITH SAFETY REGULATIONS, AND THEY'RE THE ONES WHO ALWAYS GET INSPECTED AND FINED.

EVERYBODY WANTS TO BE TREATED FAIRLY. I TRY TO KEEP ALL OF MY GUYS SAFE, AND I CAN'T STAND PEOPLE GETTING HURT ON MY JOB, BUT IT SEEMS LIKE NO MATTER WHAT YOU'RE DOING, YOU'VE DONE, OR GOING TO DO, THEY'RE GOING TO WRITE YOU UP NO MATTER WHAT. IF THEY COME ON THE JOB SITE, YOU GET A FINE. I UNDERSTAND IT, AND I KNOW THERE ARE GUYS OUT THERE THAT CHEAT THEM, AND DON'T PAY THEIR COVERAGE ON THEIR GUYS, BUT IT SEEMS LIKE THEY TRY TO MAKE UP FOR THE LOSS IN MAKING L&I INSPECTIONS ON EVERYBODY.

THE DEPARTMENT THEMSELVES SHOULD MAKE AVAILABLE TO THEIR EMPLOYEES, ALL THE NECESSARY INFORMATION THAT IS REQUIRED TO RESOLVE ANY PROBLEMS THAT NEED TO BE DONE, AND MAKE SURE THAT THEY ARE UPDATED. THE MAJOR PROBLEM WE RAN INTO WAS WE RECEIVED FROM THE STATE OF WASHINGTON ALL OF OUR BROCHURES THAT WE'RE REQUIRED PUT ON THE WALL. THE DOCUMENTS/BROCHURES THAT THEY HAD WERE OUTDATED. I THINK IT'S IMPORTANT FOR THEM TO HAVE THE MOST CURRENT ONES. THE EMPLOYEES GAVE US WHAT THEY THOUGHT WERE THE UPDATED BROCHURES, BUT SOME THEM WERE TWO YEARS OLD.

Q18C- Why do you say that?

THE PROFESSIONALISM OF THE "JUDGE" WAS NOT EVEN FAIR. IT WAS VERY RUDE. HE HAD AN "I DON'T CARE" ATTITUDE. VERY, VERY UNFAIR AND VERY UNPROFESSIONAL OF SOMEONE AT THAT HIGH OF A RANK.

IT WAS LIKE DEALING WITH THE ORIGINAL INSPECTOR. THERE WAS NO DISCUSSION, OR REASONING AVAILABLE. I BELIEVE IT'S FROM THE STRUCTURE THAT WAS SET UP FOR THE INFORMAL APPEALS PROCESS BECAUSE THEY'RE ONLY ALLOWED TO INTERPRET THE LAWS AND GUIDELINES THAT THEY'RE WORKING UNDER. I THOUGHT IT WAS A WASTE OF TIME IN PROCESS, AND TAX PAYER DOLLARS. I CAN'T SEE HOW, UNDER ANY CIRCUMSTANCE, THE OUTCOME WOULD BE ANY DIFFERENT.

THE SECOND ONE, THE GUY JUST LOOKED AT ME AND SAID "OKAY, I'LL LOOK INTO THIS." I KNEW HE WOULDN'T, SO I WALKED OUT THE DOOR KNOWING HE'D SEND THE FINE TO ME. AS FAR AS THE FIRST ONE, HE WAS A PRETTY GOOD GUY. HE LISTENED TO MY STORY AND GAVE ME A BREAK AND STUFF, AND IT WAS ALRIGHT.

I THOUGHT IT WAS A LONG, DRAWN OUT PROCESS. THERE WAS A LOT OF PRESSURE THAT MADE IT DRAG OUT SO LONG AND MAKES THE CONTRACTORS GIVE UP AND NOT FIGHT IT. IT WAS NOT A QUICK AND TIMELY DISPOSITION.

THE INSPECTOR THAT CAME HERE AND INSPECTED US WAS SURPRISED THAT WE WERE FINED AS MUCH AS WE WERE. HE WAS GOING TO MEET US FOR OUR HEARING AND HE WAS SENT OUT OF TOWN THE MORNING OF THE HEARING. GO FIGURE. WHEN THE INSPECTOR IS SURPRISED AT YOUR FINES, WHAT DOES THAT TELL YOU? WHEN WE WERE INSPECTED, IT WAS WITHIN A COUPLE MONTHS OF AN LI CLAIM I HAD FILED. BUT, THAT'S A WHOLE OTHER STORY.

THERE IS NO COMMON SENSE TO THEM. THAT'S THE SAME THING WITH THE WISHA INSPECTORS. THEY JUST DO NOT USE COMMON SENSE. THEY JUST DON'T LOOK AT THE SITUATION AS IT IS. THEY JUST HAVE TO SET RULES AND THEY'RE UNBENDING. THEY'RE STUPID.

JUST BECAUSE IT TIES IN WITH MY FIRST STATEMENT, THAT THEY DON'T COME IN AND MAKE AN EFFORT TO BRING YOU TO COMPLIANCE, THEY COME IN WITH A CITATION BOOK IN HAND, READY TO WRITE YOU UP. BECAUSE THERE'S NO LENIENCY. THE CITATION STOOD AS IT WAS.

THE GUYS BASICALLY ADMITTED THAT THEY WERE IN THE WRONG. THE APPEALS PEOPLE WERE WRONG AND NOTHING COULD BE DONE AFTER THE FINE IS APPLIED.

BECAUSE THERE WERE DISCREPANCIES TOWARD WISHA GUIDELINES AND MY SELF. WHEN I PRESENTED THE ISSUES THAT WE WERE IN COMPLIANCE WITH THE CODES OF MY FIELD, I GOT NO COMPLIANCE.

WISHA WON'T ADMIT THEY ARE WRONG.

I HAVE BEEN TO TWO OF THEM AND ONE WAS NOT BAD AND THE SECOND APPEALS PROCESS DID NOT GO WELL BECAUSE I FEEL THAT THE WHOLE THING WAS MADE UP. THEY DIDN'T WANT TO HEAR ANYTHING I WANTED TO SAY.

BECAUSE I ASKED TO APPEAL THE SECOND TIME AND THEY WOULD NOT LET ME DO IT.

WHEN YOU GET ALL YOUR PAPER WORK TOGETHER EXPLAINING WHAT YOU'VE DONE AND WHY YOU MIGHT HAVE GOTTEN THE CITATION. THEN ALL YOU HAVE TO DO IS ANSWER YES AND NO WHEN YOU'RE IN COURT THEN ITS A HUGE WASTE OF TIME. THEY NEED TO TELL PEOPLE BEFORE HAND THAT THE COURT DOESN'T CARE ABOUT OUR EXPLANATIONS, BUT THEY NEED TO CARE ABOUT THEM.

BECAUSE I BELIEVE I DID WHAT THEY ASK ME TO DO.

Q18D- How could L and I - WISHA improve the appeals process?

NONE.

I THINK THE BIGGEST COMMENT I HAVE IS TO HAVE PEOPLE THAT UNDERSTAND THE INDUSTRY AS THE INSPECTORS AND AS THE ADVOCATES OR JUDGES OR WHATEVER AFTER THAT.

NONE.

JUST LISTEN BETTER. SOMETIMES, WHEN THEY FIND A VIOLATION ON THE JOB SITE, AND I TRY TO EXPLAIN THAT I DIDN'T INTEND TO VIOLATE THE LAW, TO THEM I'M JUST THE LAW-BREAKER, AND I'M AUTOMATICALLY GUILTY. WHEN I APPEAL, I WOULD LIKE TO BE UNDERSTOOD WHEN I TRY TO EXPLAIN WHY I APPEAL. I WOULD LIKE THEM TO TRY TO UNDERSTAND MY SITUATION.

IF THEY'RE GOING TO HAVE AN APPEALS PROCESS, IT SHOULD ALLOW FOR CONSIDERATION, AND MOVEMENT FROM THE HEARING OFFICER'S STANDPOINT. THE UNDERSTANDING I WAS LEFT WITH, WAS HE COULDN'T DO ANYTHING UNLESS THE LAW WAS DIFFERENT. SO UNLESS THE ORIGINAL INSPECTOR MADE A MISTAKE, THERE WAS NO REASON TO EVEN TAKE THAT INTO CONSIDERATION.

I DON'T THINK THEY CAN IMPROVE. THEY DO A GREAT JOB.

IT'S NOT REALLY AN APPEALS PROCESS. ALL YOU REALLY DO IS YOU GO IN A ROOM AND TALK TO SOME GUY. IF HE LIKES IT HE LIKES IT, AND IF HE DOESN'T, HE DOESN'T. LI IS REALLY [EXPLANATIVE DELETED] UP, OKAY? I'VE BEEN IN BUSINESS OVER 17 YEARS, AND OVER THE LAST COUPLE OF YEARS I'VE ALMOST QUIT BECAUSE OF LI. I CAN'T AFFORD IT, THEY DON'T GIVE FRAMING CONTRACTORS ANY LENIENCE. THEY COME OUT THERE AND GIVE US A HARD TIME BECAUSE WE HAVE THE MOST DANGEROUS JOB. I'VE GOT FOUR DIFFERENT CONTRACTOR FRIENDS AND I DON'T THINK THEY'VE EVER BEEN FINED, AND THEY'VE BEEN IN BUSINESS AS LONG AS I HAVE. WE MAKE THE LEAST AMOUNT OF MONEY OUT OF ALL THE OTHER CONTRACTORS OUT THERE, LIKE THE ELECTRICIANS AND THE PLUMBERS.

NOTHING.

I DON'T KNOW IF THEY COULD IMPROVE THE PROCESS EXCEPT TIME WISE. BY THE TIME THE COME TO YOU, YOU HAVE MOVED ON TO OTHER JOBS.

THEY COULD CLOSELY MONITOR WHO DOES THE APPEALS. THEY COULD USE A JUDGE NOT FROM LI. A THIRD PARTY INSTEAD OF THEIR OWN.

I HAD TO DRIVE TO YAKIMA TO DO IT, BUT OTHER THAN THAT I DON'T SEE ANY OTHER WAY WE COULD DO IT.

SPEED IT UP FOR ONE THING. IT SHOULDN'T BE THAT LONG AND DRAWN OUT.

BE MORE OPEN AND CANDID WITH THE EMPLOYER ABOUT THINGS. I'M FOR OPEN COMMUNICATION AT ALL STAGES OF THE PROCESS AND THAT IS NOT WHAT HAPPENED.

NOTHING TO SAY.

NO TROUBLE WITH IT.

LET YOUR APPEAL MAKE A DIFFERENCE. I WENT DOWN AND TOLD OUR SIDE OF THE STORY AND IT DIDN'T MAKE ANY DIFFERENCE, SO I BASICALLY WASTED MY TIME. THE INSPECTOR SUGGESTED THAT I APPEAL IT AND SAID HE'D MEET ME DOWN THERE FOR MY HEARING. I ASKED THE APPEALS GUY WHERE THE INSPECTOR WAS AND HE SAID HE HAD TO GO OUT OF TOWN.

I GUESS I HAVE NO COMMENT.

INSTEAD OF FINING YOU, I WOULD LIKE TO SEE THEM EDUCATE YOU. IT'S NOT THE CONTRACTOR'S GOAL TO GET SOMEONE HURT OUT HERE. THE WAY CONTRACTORS LOOK AT WISHA RIGHT NOW IS THAT IT'S US AGAINST THEM, AND SINCE WE PAY THEIR SALARY, THEY SHOULD BE WORKING MORE WITH US.

I WOULD SAY TO DO POST FOLLOW-UP INSPECTIONS BY A DIFFERENT INSPECTOR. IT WOULD GIVE A SECOND OPINION. EITHER THAT, OR THEY NEED A SECOND GOVERNING BODY OVER THIS I BECAUSE LI STANDS MORE AS A DICTATOR THAN A REGULATOR. I SEE THAT THERE'S ABSOLUTELY NO ONE STANDING OVER LI. THEY HAVE A FREE HAND TO COMMAND, DEMAND AND DICTATE THEIR OWN ISSUES IN THE WORKPLACE.

THEY SHOULD HAVE MIXED GENDER GROUP.

IF THEY HAD 3 PEOPLE WHO SAT AND HEARD THE APPEALS AND THEN VOTED, INSTEAD OF 1 PERSON. ALSO FOR THE PEOPLE MAKING THE DECISIONS TO HAVE HAD THE HIGHEST LEVEL OF TRAINING ON THE ISSUE.

IT SEEMED ALRIGHT I GUESS, TO ME.

THEY SHOULD MAKE THEIR RULES UNIFORM SO THAT EACH DEPARTMENT HAS THE SAME DEFINITION FOR EACH RULE.

GIVE THE GUY SOME AUTHORITY TO DROP A CITATION.

I THINK THEY HAVE A GOOD APPEALS PROCESS. I'VE APPEALED A COUPLE OF THEM, AND EVERY TIME I'VE GONE THEY LISTENED TO OUR SIDE, AND I THINK THEY MADE GOOD JUDGMENTS.

BE MORE TIMELY. I HAVE ONE NOW THAT IS 6 MONTHS OLD.

WE DON'T DEAL WITH THEM ALL THE TIME, AND I'M NOT QUALIFIED TO SAY. WE HAVEN'T HAD THAT MUCH EXPERIENCE.

NOTHING. IT WENT SMOOTHLY.

THEY SHOULD SIMPLIFY HOW THE WACS ARE WRITTEN OUT.

NO COMMENTS.

BY SPEEDING UP THE TIME FRAME OF THE APPEAL. WE HAD TO WAIT QUITE A WHILE.

I DON'T KNOW.

THE HEARING OFFICER SHOULD BE MORE UNDERSTANDING WHEN PEOPLE ARE EXPLAINING THEMSELVES.

NONE.

MAKE THE APPEALS OFFICE DECENTRALIZE THE PROCESS.

SPEED IT UP.

NONE.

I DON'T THINK THERE'S ANYTHING I COULD ADD TO THAT.

MOVE IT ALONG A LITTLE FASTER.

NO SUGGESTIONS.

I THINK IT IS PRETTY WELL DESIGNED.

I THINK THEY DID A GOOD JOB.

SEND OUT SOME CONSULTANTS INSTEAD OF INSPECTORS.

THEY DON'T REALLY HAVE AN APPEALS PERSON IN THIS AREA. WE HAD TO WAIT UNTIL SOMEONE CAME. THE APPEAL PROCESS IS BASICALLY GUILTY UNTIL PROVEN INNOCENT. THE RULES CAN BE INTERPRETED DIFFERENTLY BY DIFFERENT INSPECTORS.

MORE TIMELY. LESS DELAY TIME. THAT WOULD BE THE BIGGEST ISSUE. IT WAS 7 MONTHS FROM THE TIME OF THE VIOLATION NOTICE TO THE TIME OF THE HEARING. 14 DAYS WOULD BE AMPLE TIME.

IN GENERAL, BE MORE HELPFUL IN HELPING THE EMPLOYER.

PROBABLY TO LOOK AT THE VIOLATION AND LOOK AT THE PAST VIOLATIONS, AND IF IT'S A FIRST, THEN I THINK IT SHOULD BE A WARNING.

Q21- Which L and I office did you contact?

BREMERTON

COLVILLE

ABERDEEN

MOSES LAKE

WALLA WALLA

I CONTACTED AN INSPECTOR DIRECTLY, RIGHT OFF OF HIS BUSINESS CARD.

PORT ANGELES

MOSES LAKE

MOSES LAKE

I THINK IT WAS THE 800 NUMBER I DIALED. I IMAGINE IT WAS IN BELLINGHAM, WASHINGTON.

ABERDEEN

OVER THE PHONE

THE WEBSITE

MOSES LAKE

Q24- WISHA has a number of ways in which they can get technical information to you regarding regulations. Which ways are best for you to receive information from WISHA, so that it's timely for you- meaning that it's there when YOU need it?

ON A CD ROM FOR A COMPUTER.

A SEMINAR.

INTERNET.

IT WOULD BE NICE TO GET A MONTHLY NEWSLETTER, OR UPDATE LIKE WE DO FROM PIERCE COUNTY.

FROM VISITING THE OFFICE PERSONALLY.

CONSULTANT PROGRAM.

FOR THE CONSULTANT TO COME OUT, I GUESS.

CD ROM.

CD.

EMAIL LIST SERVER, OR EMAIL GENERAL. LOOKING AT THE BIGGER PICTURE OF SAFETY/SECURITY COORDINATION. AT SOME TIME, IT WOULD BE NICE TO GET THOSE UPDATES, OR BE INCLUDED IN SOME KIND OF 'MASTER LIST' SO THE INFORMATION GETS OUT WHEN IT NEEDS TO GET OUT. HAVING LINKS TO WHERE THE INFORMATION IS ON THE WEBSITE.

NEWSLETTERS.

CDS.

A CD ROM OR TECHNICAL DOCUMENTS.

PERSONAL CONTACT.

INFORMATION AVAILABLE IN THEIR OFFICES.

TO GET THEM FROM MY COMPANY'S OFFICE, OR THE GENERAL CONTRACTORS WHO WE WORK FOR.

SEMINARS AROUND THE CITY, ADVERTISED IN THE PAPER.

POST IT ON THE INTERNET WEBSITE FOR LI WHERE I PAY THE BILLS. THEN IT COULD BE A NEWSLETTER RIGHT THERE, THAT YOU COULD READ EVERY MONTH.

WHEN THEY COME OUT FOR AN INSPECTION, THEY COULD BRING THE PAMPHLET OUT WITH THEM, AND EXPLAIN IT TO US, WHICH GOES BACK TO THE PART ABOUT EDUCATION.

THROUGH THE INSPECTION PROCESS ITSELF, WHEN THEY STOP BY. IT SEEMS AS IF TIME GOES BY, YOU LET THINGS GO TO THE SIDE. IF SOMEONE DOESN'T APPEAR WITH IT, IT GETS PUT ON THE BACK BURNER.

ALL OF THEM ARE GOOD ACCESSIBLE WAYS TO GET ACCESS.

GOING TO THE LI OFFICE TO GET INFORMATION.

CD ROM INFORMATION WOULD BE EASIEST TO ACCESS, BECAUSE OF THE SEARCH/FIND CRITERIA. US MAIL.

GO UP TO GET IT.

THE CORPORATE OFFICE.

CD ROM.

THAT CD ROM THEY GAVE US.

Q27- And finally, do you have any comments or suggestions you would like to pass along to WISHA?

CONSISTENCY IN FALL PROTECTION BETWEEN TRADES. FOR ALL TRADES ON A PROJECT, THERE SHOULD BE CONSISTENT ENFORCEMENT OF FALL PROTECTION RULES.

I GUESS WHAT WOULD BE NICE TO HAVE WOULD BE A SAMPLE OF YOUR HAZMAT PROGRAM. I SAW THE WHOLE CORE RULES AND ALL I DID WAS FILL IN THE BLANKS, WHICH TURNED OUT TO BE RATHER CUMBERSOME. IT WOULD BE NICE TO HAVE SOME SAMPLES OF HAZMAT PROGRAMS FROM OTHER SMALL BUSINESSES.

REDUCE THEIR SIZE AND QUIT BEING SO EXPENSIVE, BECAUSE IT IMPACTS SMALL BUSINESSES. STOP TARGETING FRAMERS. I JUST READ AN ARTICLE IN THE BUILDING INSIGHT NEWS ABOUT AN LI INSPECTOR. THE TITLE WAS "LI INSPECTOR CONFIRMS WHAT WE'VE KNOWN ALL ALONG." A VERY FASCINATING ARTICLE ABOUT A FORMER INSPECTOR WHO SAYS THAT AGENCY OFFICIALS DIRECTED HIM AND OTHER INSPECTORS TO TARGET CONSTRUCTION COMPANIES FOR CITATIONS AND FINES. HIGHLIGHTING A LONG LIST OF ABUSES BY L&I. IT'S OUTRAGEOUS HOW THEIR BUREAUCRACY RUNS AMOK.

THEY NEED TO MAKE A CONTINUING AND POSITIVE PROCESS.

I WAS VERY PLEASED WITH THE PROFESSIONALISM OF THE PEOPLE WHO CAME HERE.

I WOULD LIKE TO SEE BETTER CLARITY ON ERGONOMICS.

NOT AT THIS TIME. I THINK THEY'RE TOO HEAVY-HANDED. THEY'RE PENALTY SCHEDULE IS TOO HARSH AND RIGID.

I'D LIKE TO KNOW WHEN THERE IS MORE TRAINING ON OSHA LAWS AND ERGONOMICS.

I THINK THEY NEED TO EXPAND THEIR VOLUNTARY COMPLIANCE. THERE'S SOME DISTANCE BETWEEN US. I THINK THEY NEED A LARGER STAFF. NOTHING WRONG WITH WHAT WE HAVE NOW BUT THERE IS ALWAYS MORE ROOM FOR IMPROVEMENT.

KEEP UP THE GOOD WORK.

KEEP UP THE GOOD WORK. WHEN WISHA SUPPLIES TEMPLATES OF THE DOCUMENTATION NEEDED TO APPLY, THAT'S REALLY NICE.

MORE TRAINING IN SPECIFIC JOBS OR AREAS.

KEEP UP THE GOOD WORK AND THANK YOU FOR BEING THERE.

THEY COULD MAKE THEIR WEBSITE MORE USER FRIENDLY. THEIR QUERIES USUALLY SEND UP WAY MORE THAN I WANT AND LIST MORE THAN I NEED. I DON'T SUPPOSE IT'S ANY DIFFERENT FOR WISHA THAN IT IS FOR OTHERS. YOU TYPE UP A PHRASE AND GET 3,000,000 HITS. MAKE THEIR QUERIES AND ADVANCE SEARCHES MORE DEFINITIVE.

BECAUSE IT'S SUCH A LARGE CORPORATION, WE DO GET DIFFERENT ANSWERS AND RESPONSES FROM DIFFERENT WISHA REPRESENTATIVES.

CONTINUE TO OFFER THE CONSULTATION BECAUSE WE FIND IT A VALUABLE TOOL.

IT WOULD BE GOOD TO NOTIFY PEOPLE IN ADVANCE WITH MAIL OR SOMETHING, THAT YOU WERE GOING TO GET A PHONE CALL. MAYBE A HEADS UP ON THESE INTERVIEWS OR CONSULTATIONS, OR SURVEYS.

ON THE WEBSITE, THE PROBLEM THAT I FOUND IS THAT IF YOU LOOK UP A CHAPTER, YOU HAVE TO GO THROUGH THE WHOLE CHAPTER TO FIND WHAT YOU ARE LOOKING FOR. IF YOU INITIALLY HAD AN APPENDIX, IT WOULD HELP. ALSO, IF YOU'RE LOOKING FOR A PART, IT WOULD BE NICE IF YOU COULD HAVE THE WHOLE PART INSTEAD OF JUST A LITTLE PIECE. LIKE CONFINED SPACE. I HAVE TO SCROLL THROUGH CHAPTER 155 TO GET ALL THE WAY DOWN TO CONFINED SPACE. BUT ONCE I'VE FOUND THE PART ON CONFINED SPACE, EVERY TIME I CLICK ON A SECTION, ONLY THAT PART OPENS UP AND I'D LIKE TO BE ABLE TO GET THE WHOLE STANDARD. ON THE SEARCH, WHEN YOU USE THE SEARCH, I'D LIKE IT TO BE MORE CONFINED TO THE WAC'S. AS IT IS NOW, I GET SO MANY DIFFERENT DOCUMENTS THAT DON'T APPLY TO MY SPECIFIC WANTS.

KEEP UP THE GOOD WORK.

THE SAFETY CONSULTANT WAS LAX.

I THOUGHT THAT IT WAS VERY HELPFUL AS FAR AS THE CONSULTING GOES.

I DON'T THINK THEY SHOULD HAVE ELECTRICAL PEOPLE TAKING PICTURES OF PEOPLE WHILE THEY WORK, AND THEN NO ONE KNOWS WHO TOOK THE PICTURES WHEN A WISHA EMPLOYEE COMES OUT TO DISCUSS THE PICTURES.

BE CAREFUL WHEN THEY ARE CONSULTING PEOPLE. THE CONSULTATION PEOPLE WERE GOING TOO FAR INTO THEIR OWN INTERPRETATION OF THE LAWS, AND GETTING TOO FAR IN-DEPTH.

THEY NEED TO SEE OUR POINT OF VIEW, THAT THEIR RULES ENTANGLE OUR EMPLOYEES IN SO MANY ROPES THAT THEY HAVE TO SWING FROM, THEY'RE PUTTING PEOPLE'S LIVES IN DANGER. PRETTY SOON, YOU WON'T BE ABLE TO SNEEZE WITHOUT CALLING WISHA OR WRITING A REPORT. THEY'RE OUT OF HAND AND OUT OF CONTROL.

I'D LIKE TO THANK THEM FOR ALL THEIR HELP AND FOR BEING SUCH AN OUTSTANDING OFFICE. THEY ARE THE GREATEST. EVEN THE GIRLS UP FRONT. THEY WERE WONDERFUL. THEY WERE AWESOME AS A TEAM. THEY GET THE JOB DONE AND THEY WERE VERY HELPFUL. KEEP UP THE GOOD WORK.

LOWER THE RATES. THEY ARE PUTTING US OUT OF BUSINESS.

I WOULD LIKE TO HAVE A WAY AT LOOKING UP SPECIFIC RULES AND HAVE THAT AT MY FINGER TIPS, FOR JOB SITE PURPOSES.

I'D LIKE TO THANK THEM FOR THE CONSULTATION PROGRAM THEY HAVE, BECAUSE I THINK IT'S A GOOD DANG IDEA.

OVERALL, THEY DO A TREMENDOUS JOB.

HELP US BE SAFE IN A HELPFUL NATURE RATHER THAN A 'POLICE-FUL' NATURE.

SOME OF THEIR SAFETY GUIDELINES AND RULES ARE MORE TIME-CONSUMING THAN VALUABLE.

THE ENFORCEMENT PEOPLE SHOULD BE EXPERIENCED IN THE TRADES THAT THEY ARE INSPECTING. THEY SHOULD BE EXPERIENCED PERSONALLY, NOT JUST TRAINED IN BOOKS. I LIKEN IT TO AN OFFICER THAT HAS NEVER DRIVEN, GIVING TRAFFIC CITATIONS.

JUST TRY TO SHORTEN THE RULE BOOKS.

STOP EMPIRE BUILDING AND GET OUT AND DO WHAT YOU WERE INTENDED TO. WHAT THEY NEED TO DO, SERIOUSLY, THEY NEED TO ACTUALLY CREATE A SURVEY THAT ACTUALLY FINDS OUT HOW THE EMPLOYEES FEEL. AT THE JOB SITE, EMPLOYEES FEAR THEM AND IF THE PEOPLE YOU INTEND TO PROTECT FEAR YOU, THEN THERE IS A PROBLEM.

IT WOULD BE GREAT IF THEY DO CLASS THAT IS INDUSTRY SPECIFIC.

OTHER THAN OPENING A FULL SERVICE OFFICE IN COLVILLE.

WHEN THEY HAVE SEMINARS, SPEND A LITTLE TIME WITH THE INDUSTRY IN A NON-CONSULTANT MODE AND THEN HAVE THE SEMINAR.

I WOULD LIKE TO PASS ALONG THAT RICK NELSON OUT OF THE SPOKANE OFFICE HAS BEEN HELPFUL SINCE 1990, WHEN HE WAS THE COMPLIANCE OFFICER AND MOVED INTO CONSULTATION. HE'S ALWAYS ANSWERED ANY QUESTION I'VE EVER HAD AND IS ALWAYS PROMPT AT ANSWERING ANY QUESTION I'VE HAD AND SHOULD BE CONSIDERED A VALUED EMPLOYEE. I HAVE RECOMMENDED HIM TO TWO OTHER CONTRACTORS AND THEY HAVE TAKEN HIM UP AND HAD RICK CONSULT ON THEIR JOBS. MOST RECENT HAS BEEN THE NEW POWER PLANT INSTALLATION FOR HOFFMAN CONSTRUCTION.

JUST WHAT I ALREADY HAVE DISCUSSED: FORMATTING. COMBING THE REPORTS.

JUST THE WAIT TIME ON THE PHONE.

THE TERMINOLOGY SHOULD BE EASIER TO READ.

GET RID OF THE ERGONOMICS.

A MORE HELPFUL ERGONOMICS WEBSITE, LIKE THAT OF CORNELL UNIVERSITY ERGONOMICS WEB PAGE WITH DIAGRAMS AND RISK MANAGEMENT INFORMATION. BECAUSE IT'S VERY LIMITED. IT'S NOT EASY TO FIND INFORMATION THAT YOU NEED. THE WEB SITE THAT I REFER TO, OFTEN TIMES AT CORNELL, HAS MUCH MORE REFERENCE INFORMATION, AND GUIDES.

IF THEY ARE GOING TO HAVE CONSULTATIONS, THEN KEEP IT SEPARATED AND CONFIDENTIAL.

IT WOULD BE GOOD IF YOU HAD A PROGRAM FOR EDUCATING THE SUB-CONTRACTORS.

THEY TREATED ME REALLY WELL ON THE FALL PROTECTION INDUSTRY. HOWEVER, WE'RE IN THE DEMOLITION BUSINESS AND IT'S NEXT TO DAMN NEAR IMPOSSIBLE TO STAY UP ON ALL THESE REGULATIONS. NO ONE CAN PUT TOGETHER ONE SET OF RULES. THERE ARE JUST TOO DAMN MANY OF THEM.

THE BIGGEST GRIPE I HAVE IS THE ATTITUDE OF THE OFFICE PEOPLE. I'VE DEALT WITH LI ON HEALTH CARE ISSUES AND I'VE WORKED WITH SPECIAL NEEDS PEOPLE AND BECOME INVOLVED ON THEIR BEHALF. RECENTLY IT WAS ON THE BEHALF OF THE PRESIDENT OF THE BAR AND ON THE BEHALF OF THIS PERSON'S FAMILY. I'VE NEVER BEEN TREATED WORSE BY ANYONE EVER. THE CASE WORKER IN OLYMPIA SHOULD NEVER BE ALLOWED TO DEAL WITH THE PUBLIC. SCARY THING IS, IS THAT SHE'S THE ONE HANDLING A QUADRIPLAGIC. I WAS RESPONSIBLE FOR SETTING UP A \$7 MILLION TRUST FUND AND THIS LADY HAS TOTALLY SCREWED THIS UP. SHE'S EXTREMELY ARROGANT AND IF THERE'S ANYTHING THAT SETS PEOPLE OFF WHEN DEALING WITH L AND I, IT'S THAT ARROGANT ATTITUDE. PEOPLE FROM THE LEGISLATIVE BRANCH ON DOWN SAY THAT L AND I IS TOO ARROGANT AND IS TOTALLY IN DISARRAY AND IN A STATE OF CHAOS AND DISORDER. I HAVE A CONSTRUCTION COMPANY AND WE HAVE PROCESSED THOUSANDS OF MAN HOURS OVER THE LAST 11 YEARS. WE'VE NEVER HAD A CITATION OR AN LI CLAIM EVER, AND WE'RE VERY PROUD OF THAT RECORD. BUT THE ATTITUDE OF SOME OF THE PEOPLE IN OLYMPIA, THE ARROGANCE, IT'S WHY MOST CONTRACTORS HATE LABOR AND INDUSTRIES.

KEEP ENFORCING THE RULES TO KEEP HELPING EVERYBODY.

I THINK THEY SHOULD FOCUS ON THE FRAUDULENT DIVISION OF LI, AND THE PEOPLE THAT ARE TAKING ADVANTAGE OF THE SYSTEM, RATHER THAN GOING AFTER THE SMALL BUSINESS OWNER TO GET MORE FUNDS.

WHEN WISHA GUYS COME OUT FOR CONSULTATIONS, THEY SAY IT'S CONFIDENTIAL. IT ISN'T CONFIDENTIAL. THEY SENT ME A LETTER SAYING THAT, IN FACT, IT WASN'T CONFIDENTIAL.

THE PROGRAM IS VERY USEFUL AND WE RECOMMENDED OUR MANUFACTURER TO USE IT.

HAVE THEM GET THE WEBSITE FIXED SO THAT IT'S EASIER TO FIND WHAT YOU'RE LOOKING FOR.

THEY DIDN'T ASK SPECIFIC ENOUGH QUESTIONS. AS FAR AS THE CORE RULES, I THINK THEY ARE A WASTE OF TIME AND MONEY. IT WOULD BE NICE IF THEY ALWAYS HAD A CONSULTANT AVAILABLE TO ANSWER THE PHONES THEN. I UNDERSTAND THAT SOMETIMES YOU NEED TO TALK TO A CERTAIN CONSULTANT, BUT IT WOULD BE NICE TO AT LEAST HAVE ONE CONSULTANT THERE TO GET YOU STARTED ON THE RIGHT PATH.

BRING BACK THE WORK SHOPS AND THAT MEANS ALL OF THEM. I THINK WE COULD REALLY USE CONSULTANTS TO HELP IMPLEMENT THE ERGONOMICS PROGRAMS.

HAVE A MANDATORY MEETING WITH ANY NEW LICENSED CONTRACTOR FOR AN HOUR TO ACQUAINT NEW CONTRACTORS WITH THE SERVICES WISHA HAS TO OFFER.

CONTINUE THE PROGRAM.

YOU'VE DONE A GOOD JOB.

THEY KEEP THE CONSULTATIONS TO EMPLOYERS.

NONE WHATSOEVER.

TO BE MORE IN PLAIN LANGUAGE.

KEEP UP THE GOOD WORK, AND THANK YOU FOR HELPING THE INDUSTRY.

I THINK THEY SHOULD BE MORE HELPFUL INSTEAD OF POLICING. THEY SHOULD LOOK AT INDIVIDUAL SITUATIONS MORE CLOSELY, AND IMPROVE THE APPEALS PROCESS.

KEEP UP THE GOOD WORK.

I WISH THAT THEY HAD THE STAFF AVAILABLE TO COME OUT TO THE BUSINESSES AND DO TRAINING. THEY USED TO DO THAT.

THEY DON'T COME DOWN AND HARD NOSE US. I'M HAPPY WITH THE WAY THEY'RE DOING THEIR STUFF, AND MAKING A REAL ATTEMPT TO HELP US OUT.

REVISE THE SYSTEM SO THAT EMPLOYEES CAN STAY COST EFFECTIVE WITHOUT ADDING EXTRA OVER HEAD TO THE COST OF HAVING EMPLOYEES.

TRY TO BE REALISTIC ON THEIR EXPECTATIONS ON THE JOB SITE.

THE DIFFERENCES BETWEEN INDUSTRIAL VS OFFICE VS MEDICAL. IT WOULD BE NICE TO FILTER OUT ALL THE STUFF I DON'T NEED, SINCE I WORK IN AN OFFICE SETTING. I DON'T WANT TO HAVE TO WADE THROUGH 1000 PAGES OF STUFF TO GET TO THE TEN PAGES I NEED FOR MY OFFICE SETTING. I DON'T HAVE THE EXPERTISE OR TIME TO WADE THROUGH THAT STUFF ALL THE TIME.

THE BIGGEST ONE WOULD BE TO BE MORE CONTRACTOR SPECIFIC ON ALL RULES. IF I HAD A SIDING BOOK THAT SAID THIS IS WHAT THEY EXPECT FROM ME. SOMETHING THAT GOES RIGHT TOWARD MY SIDING COMPANY. I GET LOST WHEN ONE GUY TELLS ME THIS AND ANOTHER GUY TELLS ME THIS. IT JUST GETS CONFUSING. WHEN IT COMES TO INSPECTORS, THEY'RE UNFAIR AND BASICALLY RIDICULOUS ON WHAT THEY DO. THEY'RE UNFAIR. THEY LOOK AT THINGS LIKE THEY GET A BONUS FOR HOW MANY THINGS THEY WRITE UP.

HIRE MORE CONSULTANTS!

IT WOULD BE NICE TO SEE BETTER TRAINED AND MORE INFORMED AGENTS. SOME OF THEM AREN'T AWARE OF SOME OF THE TOOLS THAT WE USE. THEY TRY TO TEACH ME ABOUT A TOOL THEY DON'T HAVE VERY MUCH KNOWLEDGE ABOUT.

BACK OFF OF ERGONOMICS. IT'S NOT SCIENTIFICALLY SUPPORTED. IT KILLS JOBS AND IT MAKES BUSINESSES FLEE THE STATE.

I THINK THE GENERAL PUBLIC IS APPREHENSIVE OF AN INSPECTION FOR NO REASON. THERE IS NO REASON FOR THE APPREHENSIVENESS. THE HELP AND PROBLEM SOLVING IS VERY GOOD.

I WISH IT WAS EASIER TO PRACTICE ALL THE REQUIREMENTS.

I JUST THOUGHT IT WAS A VERY HELPFUL CONSULTATION. I LIKED JUST HOW TAILORED THE CONSULTATION WAS TO OUR SITUATION.

GO EASY ON US! IT'S A TOUGH ECONOMY. MAKE IT SAFE WITHOUT THE PENALTIES. WE'D PREFER WARNINGS, AND PENALTIES IF THEY FIND IT AGAIN. WARNINGS FIRST, AND PENALTIES ON THE SECOND OFFENSE, FOR THE SAME OFFENSE. IF THEY COME OUT AND FIND SOMETHING DIFFERENT, GIVE US A WARNING ON THAT TOO.

MAKE IT EASIER TO FIND INFORMATION ON THE WEBSITE.

IF YOU DIED TONIGHT, WOULD YOU GO TO HEAVEN? GOD PROVIDED A WAY BY HIS SON JESUS.

KEEP UP THE GOOD WORK.

THE GENTLEMAN WHO CAME OUT DID A SUPERB JOB, BASED ON THE KNOWLEDGE THAT HE HAD.

LIGHTEN UP.

THEY HAVE A GOOD PROGRAM AND I LIKE THE CONSULTING.

IT WOULD BE NICE ON THEIR POSTERS, IF THEY WOULD MAIL THEM OUT EVERY YEAR.

I THINK THEIR CONSULTING PROGRAM IS FANTASTIC, AND I THINK THEIR CLAIMS MANAGERS NEED TO HAVE A HELL OF A LOT MORE TRAINING IN WHAT THEY'RE DOING. CLAIMS ARE MEDICAL INJURY CLAIMS AND FEW, IF ANY OF THOSE CLAIMS MANAGERS KNOW HOW TO READ A MEDICAL CLAIM, PERIOD.

I THINK THEY'RE AN EASIER AGENCY TO WORK WITH THAN WHAT THEY'VE BEEN IN THE PAST.

MODIFICATION THROUGH THE WEBSITE AND EXPANDING CORE RULES TRAINING PACKETS TO BE ABLE TO DOWNLOAD EASILY.

KEEP UP THE WORK AND MAKE SURE THAT OTHER EMPLOYERS KNOW OF THE CONSULTATION PROGRAM.

THEY NEED TO TONE DOWN THE COMPLIANCE OFFICERS. THESE THINGS ARE LIKE BAD STATE PATROL MEN.

THE SEARCH FOR INFORMATION ON THE WEBSITE CAN IMPROVE.

I'VE HAD THE PLEASURE OF WORKING WITH THIS GUY FROM LABOR INDUSTRIES AND WE GET ALONG SO WELL. HE'S SO GREAT AND HELPFUL. I'M NOT FROM WASHINGTON, SO TRYING TO GET UPDATED WITH WASHINGTON LAWS, WISHA LAWS AND OSHA LAWS HAS BEEN DIFFICULT. HE'S REALLY HELPED ME TO UNDERSTAND THE RULES IN LAYMAN TERMS.

OVER THE YEARS THAT I'VE BEEN HERE, I THINK THE APPROACH THAT THE GUYS DO NOW, INSTEAD OF IN THE PAST, IS TO MAKE THE FREQUENT VISITS. COME OUT WITH THE REFRESHMENTS, AND WORK WITH THE GENERALS. THAT SEEMS TO KEEP EVERYBODY WELL TUNED IN ON THE KNOWLEDGE OF IT. I'M OKAY WITH HOW EVERYTHING GOES, AND WE REALLY DON'T HAVE PROBLEMS WHEN THEY COME OUT, OR WHEN NORCOM (GENERAL CONTRACTOR WHO WE WORK FOR WHO CALLS IN THE CONSULTATION) CALLS THEM.

GET MESSAGES RETURNED AND I'D LIKE TO HAVE A SPECIFIC PERSON TO KEEP GOING BACK TO TALK WITH.

GET IT RIGHT THE FIRST TIME GUYS.

PUT PEOPLE IN THE FIELD THAT KNOW THE FIELD.

USE COMMON SENSE. LOOK AT THE INDUSTRY AND WHAT WE'RE REQUIRED TO DO AND THAT'S PART OF THE ANSWER.

THERE SEEMS TO BE A PREJUDICE AGAINST NON-UNION GENERAL CONTRACTORS. STOP IT.

I'D LIKE A RECEIPT NEXT TIME I HAVE TO PAY A FINE.

I JUST WANTED TO COMPLIMENT THE COMPLIANCE SAFETY AND HEALTH OFFICER WHO CONDUCTED THE INSPECTION. HER NAME IS ANNE BENSON. I WAS VERY CONCERNED ABOUT THE INSPECTION BECAUSE WE'RE A NEW CITY STARTING UP AND I WAS NOT VERY FAMILIAR WITH THE WHOLE PROGRAM. SHE WAS VERY THOROUGH, NICE, FAIR, AND HELPFUL.

FOR THE LIFE OF ME, I CAN'T UNDERSTAND THE LAWS THAT ARE WRITTEN THAT APPLY TO A SMALL BUSINESS OWNER LIKE ME.

WISHA AND LI ARE THE SAME PEOPLE, RIGHT? [EXPLANATIVE DELETED]. THEY NEED TO DROP THEIR RATES.

I THINK YOU'RE DOING A VERY GOOD JOB.

SEND THE RULES OUT TO EVERYONE.

THE 2 GENTLEMEN THAT WERE THE MAIN GUYS, THEY WERE EXCELLENT. THEY HELPED ME FIND THE LITTLE THINGS THAT CAN BE DANGEROUS. I THINK THEY SHOULD DO THE INSPECTIONS MORE OFTEN. IF ONE SHOP HAS TO DO IT, ALL SHOPS SHOULD HAVE TO DO IT. IT'S GOOD TO STAY IN COMPLIANCE.

TAKE IT EASY WHEN DEALING WITH SMALL BUSINESSES BECAUSE THEY ARE SUPPORTING OUR LOCAL ECONOMY.

THERE ARE SO MANY DIFFERENT MUNICIPALITIES THAT OVERLAP. IT WOULD BE NICE IF THEY COULD STREAMLINE THEIR BUREAUCRACY SO WE DON'T HAVE TO DEAL WITH SO MANY ENTITIES THAT DISAGREE. IT WOULD BE NICE IF THEY COULD COORDINATE THEIR EFFORTS AND LEVEL THE PLAYING FIELD SO EVERYONE'S ON THE SAME PAGE.

DON'T CALL DURING WORKING HOURS.

SOME OF YOU NEED TO GET SOME COMMON SENSE. SOME OF THE REQUIREMENTS AREN'T REALISTIC.

THEY GIVE THE CROOKED PEOPLE A PLACE TO MAKE A LIVING INSTEAD OF POLICING THE PEOPLE THAT DO A GOOD JOB. POLICE THE PEOPLE WHO ARE DOING WRONG.

THERE NEEDS TO BE MORE OF A SPIRIT OF COOPERATION.

BE CONSISTENT WITH THEIR POLICIES.

HIRE PEOPLE WITH TRADE EXPERIENCE.

OUR INSPECTOR WAS VERY PLEASANT.

IF WE COULD WORK MORE AS A PARTNERSHIP THAN AS YOU BEING THE COP, IT WOULD BE MUCH NICER. I THINK GENERAL CONTRACTORS AREN'T TRYING TO BREAK RULES, IT'S JUST THAT THERE'S STUFF THAT GETS OVERLOOKED. I GUESS THEY GET JADED AFTER A WHILE.

KEEP UP THE GOOD WORK.

BE HELPFUL, COURTEOUS AND TRY TO GET THE PROBLEM SOLVED.

THOSE PREVIOUSLY STATED: A THOROUGH INSPECTION WITH OUT BIAS. POSSIBLY LARGE COMPANIES VERSUS SMALL ONES TYPE OF CONTRACTOR AGAINST ANOTHER. IS IT TO MAKE MONEY FOR THE STATE OR IS IT FOR THE SAFETY AND WELL BEING OF EMPLOYEES? WE ARE A COMPANY THAT IS VERY PRO ACTIVE IN OUR SAFETY POLICY PLANS AND PROCEDURES . AWARENESS AND TRAINING OF ALL OUR POLICY PLANS AND PROCEDURES IS THE VITALITY OF OUR COMPANY IN CONTINUED SUCCESS. I'M NOT SPEAKING ON BEHALF OF ANY ONE ELSE.

TRY TO IMPROVE SAFETY AND EDUCATE VERSUS TRYING TO RAISE MONEY THROUGH FINES. ALSO, EVERY DEPARTMENT SHOULD BE ABLE TO DEFINE EVERY RULE THE SAME.

WHEN SOMEONE ASKS FOR HELP THEN SEND SOME HELP.

AS THE OWNER OF THE COMPANY, WISHA DOES A GOOD JOB. I WOULD LIKE TO SEE A LITTLE MORE OUT OF THEM . I DON'T MEAN I LIKE THE CITATION.

KEEP UP THE GOOD JOB.

I THINK THEY DO A VERY PROFESSIONAL JOB. IN BEING PROFESSIONAL, THEY REMOVE ANY STIGMA USUALLY ATTACHED TO AN OSHA VISIT. WE HAD A GOOD EXPERIENCE WITH THEM, THEY WERE DECENT PEOPLE. I DON'T CARE IF YOU PUT MY NAME ON IT, BECAUSE IT'S THE TRUTH.

MY BIGGEST CONCERN WITH THE PROGRAM IS THAT AN INSPECTOR SAYS ONE THING IN THE FIELD AND WHEN THEY GET BACK TO THE OFFICE IT CHANGES.

A LITTLE LESS GOVERNMENTAL POLITICS THAT REGARD WORK SAFETY AND SAFETY AWARENESS. MANY EMPLOYERS OFTEN DON'T SUPPORT PROGRAMS BECAUSE IT'S AN EXPENSE.

PUT YOUR EMAIL ADDRESS ON THE WEBSITE SO IF I HAVE A QUESTION, I CAN GET AN ANSWER. I CAN'T REMEMBER, BUT MOST LIKELY, NOBODY ANSWERS YOUR PHONE. IF I'M RIGHT, YOU SHOULD FIX THAT.

SIMPLIFY THAT 1 AND A 1/2 INCH RULES BOOK. MAYBE SUMMARIZE IT OR MAKE IT EASIER TO UNDERSTAND FOR THE SMALL BUSINESS OWNER.

KEEP THE INTERVIEWERS AS HUMOROUS AND PLEASANT AS YOU.

THE ONLY ONE I WOULD SAY THAT I WOULD RECOMMEND IS, MANY TIMES YOU WOULD CALL AND NO ONE WAS THERE. NOW THEY WILL RETURN CALLS, BUT SOMETIMES IT'S NOT FOR SEVERAL DAYS. I WISH THEY WOULD IMPROVE IN THAT AREA.

YEAH LOWER OUR RATES.

THEY NEED TO REDUCE THE STAFF. YOU HAVE TOO MANY PEOPLE WRITING REGULATIONS AND NOT ENOUGH IN THE FIELD.

BE AS AVAILABLE AS POSSIBLE ON ANSWERING PHONE CALLS RATHER THAN VOICE MAIL.

INCLUDE INTERPRETATIONS OF THE STANDS ON THE WEBSITE. RESTRUCTURE THE APPEALS PROCESS.

IN REGARD TO THE EXCAVATION STANDARD, THEY SHOULD BE CONSISTENT WITH THE NATIONAL RULE.

JUST KEEP IT UP. VERY PROFESSIONAL.

JUST TRAIN THOSE INSPECTORS.

BE COURTEOUS TO THE GUYS OUT THERE IN THE FIELD. GET OUT HERE AND GET YOUR HANDS DIRTY, AND YOU'LL SEE HOW IT IS.

KEEP UP THE GOOD WORK. LIKE A POLICEMAN, YOUR DEFENSES ARE UP WHEN THEY'RE HERE, BUT YOU'RE GLAD WHEN THEY'RE OUT THERE DOING A GOOD JOB.

I WOULD LIKE TO SEE THEM HAVE MORE ONE ON ONE ABOUT REGULATIONS.

MOST OF THE PEOPLE WORKING FOR WISHA HAVE FAILED TO BE CONSTRUCTION TRADESPEOPLE AND SHOULDN'T BE WITH WISHA. I WISH THEY'D HIRE SOME SAFETY MINDED PEOPLE.

SPEED UP THE REPORT BACK TO US PROCESS. WE'D LIKE TO KNOW SOONER IF WERE GOING TO GET FINES OR NOT SOONER.

HELP TARGET QUESTIONABLE CLAIMS, AND SPEED THEM UP. THAT'S THE BIGGEST DEAL. THAT'S KILLING ME. WELL, THE GUY DISAPPEARS, AND HE SAYS HE HAS A STRAINED BACK. THE MOMENT THAT HAPPENS, AND HE DOESN'T WANT TO TALK TO YOU, THERE'S USUALLY SOMETHING UP IN MY EXPERIENCE. THEN THE DOCTOR BASES HIS DECISION JUST ON PAIN. TO MAKE A LONG STORY SHORT, THAT STARTS A PROBLEM WITH THE EMPLOYER, AND THERE'S TOO MUCH TIME IN BETWEEN REQUIRING ANSWERS, AND GETTING RESPONSES BACK. BEFORE YOU KNOW IT, TWO MONTHS HAVE GONE BY BEFORE THEY GET ANYTHING. THE CASE MANAGERS HAVE TOO BIG OF A LOAD, AND I DON'T KNOW THE ANSWERS TO THAT. I JUST FEEL IT. SOME OF THE RESPONSES THEY GIVE, I CAN TELL THAT THEY'RE SO LOADED DOWN WITH STUFF THAT THEY CAN'T REVIEW ANYTHING UNTIL 15 WEEKS AFTER I CALL THEM. THEY SAY THAT THEY'LL RESPOND BACK IN 48 HOURS, AND MANY TIMES THEY DON'T. THEN THEY SEEM TO BE BURDENED WITH SO MANY CASES. FOR EXAMPLE, IF I CALL ON THE FIFTEENTH, THEY'LL SAY THAT THEY'RE REVIEWING THE CASE ON THE 28TH AND THAT MEANS YOU LOOSE ANOTHER TWO WEEKS.

AGAIN, I THINK THAT IF THEY WANT TO BE MORE EFFECTIVE, THEY NEED TO BE MORE INDUSTRY FRIENDLY. I DON'T THINK THERE WERE 5 OUT OF A HUNDRED EMPLOYERS THAT WOULD SAY THEY WERE.

LOWER THE RATES; THAT LAST 40% PRICE HIKE WAS RIDICULOUS.

I WOULD LIKE TO SEE WISHA MORE INVOLVED IN PROACTIVE TRAINING OF RIGS.

SOME OF THEIR RULES ARE A LITTLE BIT OUT OF HAND. THEY MADE IT EXTREMELY DIFFICULT.

A VERY POSITIVE EXPERIENCE.

TAKE A REALITY CHECK OF WHAT'S REALLY SAFE AND WHAT'S A WASTE OF TIME.

A HELP LINE WOULD BE NICE.

REGULATIONS ON WHAT THEY FIGURE IS SAFE AND UNSAFE.

YOU'RE DOING A GREAT JOB AND KEEP IT UP!

I NEED TO TALK TO A WISHA SUPERVISOR REGARDING GETTING A REFUND REGARDING MY 2002 OVERCHARGE.

KEEP UP THE GOOD WORK.

THE PURPOSE OF WISHA IS TO TRY TO PREVENT PEOPLE FROM GETTING HURT. IT SEEMS TO US THAT THE PURPOSE OF WISHA IS TO TRY AND GET FINES PAID AND THAT'S JUST UPSETTING.

AS I SAID, THEY ARE DOING A GOOD JOB. I THINK THEY SHOULD ALWAYS BE ON A LOOK OUT FOR VIOLATIONS. AND WHEN A COMPANY IS ON A FIRST VIOLATION IT SHOULD BE A WARNING AND THEN AND WHEN THEY GET A VIOLATION FOR A SECOND TIME I THINK THAT THE FINE SHOULD BE DOUBLED.

THEY SHOULD BE REFINED. WHEN IT COMES TO SMALL BUSINESSES, I FEEL THAT WISHA NEEDS TO REFINER THEIR LAWS TO APPLY TO A SMALL BUSINESS, AND NOT FORCE THEM TO COMPLY WITH LARGE BUSINESSES. THAT'S UNFAIR. IT'S COST PROHIBITIVE. THEY REQUIRE A SMALL BUSINESS TO HAVE TO MAINTAIN SOMETHING THAT DOES NOT BASICALLY AFFECT THE SMALL BUSINESS AS FAR AS SAFETY IS CONCERNED. BUT THE LAW SAYS YOU HAVE TO DO THIS. SPENDING HUNDREDS OF DOLLARS FOR HAVING SOMETHING THAT A LARGE BUSINESS NEEDS TO HAVE BECAUSE OF THE DICTATES OF THE LAW, PUNISHES THE SMALL BUSINESS, AND THE COST COULD PUT THEM OUT OF BUSINESS. THERE NEEDS TO BE A LINE DRAWN FOR WHAT A SMALLER BUSINESS IS REQUIRED TO COMPLY WITH.

THEY DO A VERY GOOD JOB AND THEY NEED A FEW MORE CONSULTANTS AVAILABLE.

WISHA JUST NEEDS TO HAVE PEOPLE THAT CAN SPEAK SPANISH.

I WOULD LIKE TO THEM START UP THE SAFETY COURSES AGAIN.

BACK OFF OF ROOFERS.

I THINK THEY GO A LITTLE OVERKILL ON THINGS. I THINK IT'S GOOD THAT THEY TAKE CARE OF PEOPLE, BUT THEY SEEM TO REALLY BEAT A DEAD HORSE WHEN IT COMES TO SOME THINGS. MAYBE USE A LITTLE COMMON SENSE.

JUST KEEP THE GOOD WORK UP. IT'S BEEN A REAL PLEASURE WORKING WITH THE CONSULTANTS UP HERE.